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## **CHAPTER II**

### **COMPANY GENERAL INFORMATION**

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

The history of the Renaissance Hotel began with the establishment of the Lunch Counter which was founded by a young man named Vernon Stouffer. In 1924 Vernon Stouffer's Lunch Counter developed and became a chain. In 1950 Vernon Stouffer opened his first hotel, the Florida Ancapari Inn. Until the early 1980s Stouffer had 19 hotels in the Midwest in the United States.

The years 1981 to 1996 were years of development, because in this year the hotel owned by Stouffer added unique things to the look of the hotel and how to provide services to guests. On the other hand when Stouffer's hotels grew, Ramada developed a brand called "Renaissance". Until 1993 Ramada's Renaissance brand was acquired by New World Development, and soon Stouffer's hotel was acquired by New World Development and changed its name to Renaissance Hotel. The Renaissance brand has grown to 74 hotels in 24 countries.

In 1997, the Renaissance brand was acquired by Marriott International. From 1997 to 2008, the Renaissance brand built a foundation under the management of Marriott International. Until finally in 2012 Renaissance issued moral values for the first time namely "live life to discover" and in 2017 the Renaissance brand changed its moral value to "it's business unusual".

Until 2018, precisely on March 6, 2018 Marriott International held a Soft Opening event for the Renaissance Bali Uluwatu Resort and Spa hotel, and was followed by the Grand Opening on June 6, 2018.

#### **B. Facilities of Renaissance Bali Uluwatu Resort and Spa**

##### **1. Rooms**

The hotel offers 207 (Deluxe and Suite room) include the private balcony, luxurious bathrooms and this of several room types such as:

- a. Deluxe Ocean King (43 sqm): 20 rooms



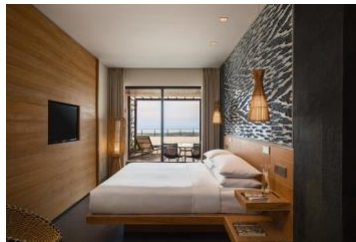
Figures 1.1

b. Deluxe Ocean Twin (43 sqm): 60 rooms



Figures 1.2

c. Deluxe Terrace Ocean King (43 sqm): 5 rooms



Figures 1.3

d. Deluxe Terrace Ocean Twin (43 sqm): 5 rooms



Figures 1.4

e. 1 Bedroom Junior Suite King Bed (59 sqm): 51 rooms



Figures 1.5

f. 1 Bedroom Executive Suite King Bed (78 sqm): 43 rooms



Figures 1.6

g. Loft Suite King Bed (98 sqm): 8 rooms



Figures 1.7



Figures 1.8

h. Premier Loft Suite (130 sqm): 5



Figures 1.9

i. 3 Bedroom Presidential Villa (300 sqm): 1



Figures 2.1



Figures 2.2

## 2. Restaurants

### a. Clay Craft

The restaurant overlooks the resort and the main pool area gives it an airy and luxurious ambience. It opens from 6.30 am until 11.00 am for breakfast then 11:30 am – 22:30 pm for lunch and dinner.



Figures 2.3

### b. Double Ikat

A signature upscale restaurant which serves authentic Indonesian cuisine. Every Tuesday, it has Balinese Buffet and every Saturday, it has Nusantara Buffet. The restaurant opens from 18:00 pm until 23:00 pm.



Figures 2.4

## 3. Bar

### a. R bar

It is located in Lobby hotel and offers some of Bali best view. It is an energetic evening gathering place with live music, canapes, cocktails, craft beers and fresh juices. It opens from 11:00 am to 23:00 pm, meanwhile the afternoon tea is from 13:00 pm until 17:00 pm.



Figures 2.5

b. Pool Bar

The Pool Bar is the perfect place to grab a drink and enjoy one of the multiple pools overlooking the ocean. It opens from 11:00 am until 23:00 pm.



Figures 2.6

c. Lower Pool Bar

It is the best place to relax and to enjoy the ocean view because it is quiet. It opens from 10:00 am until 19:00 pm.



Figures 2.7

4. Swimming Pool

a. Infinity Pool

This pool is close with the Restaurant and Bar. It also has an ocean view. It opens from 6 am to 9 am.



Figures 2.8

b. Lower Swimming Pool

It is located at the back of the Hotel's building. It opens from 6 am until 9 am.



Figures 2.9

c. Kids Pool

Located close with the main pool, main bar and the restaurant. Open from 6 am - 9 pm.



Figures 3.1

5. Oother facility in Renaissance Bali Uluwatu Resort & Spa

a. Roosterfish Beach Club

Located at Pandawa Beach, the guests can access the beach club only by complimentary shuttle. Touted as Bali's most playful beach club, it features large beachside pools, a restaurant and a bar with fun cocktails. It opens from 10:00 am until 19:00 pm.



Figures 3.2

b. Fitness Centre

The fitness centre opens for 24 hours and can hold maximum sixteen people. The fitness centre has an ocean view. The steam room opens from 09:00 am until 21:00 pm, maximum for four people. The sauna opens from 09:00 am until 21:00 pm, maximum for four people.



Figures 3.3

c. Tree House

Tree House is the place specified for kids to do kids' activities. Hotel also provides different activities for the kids every day. Babysitting service is available for children below 4 years old. It opens from 09-00 am until 18:00 pm.



Figures 3.4

d. Wedding Chapel

Located close by to the swimming pool, this place opens only for wedding. It has a panoramic ocean view.





Figures 3.5

- e. Six Meeting Room
  - 1) Balangan meeting room
  - 2) Padang – Padang meeting room
  - 3) Dreamland meeting room
  - 4) Melasti meeting room
  - 5) Bingin meeting room
  - 6) Pandawa meeting room

- f. Artifact

Hotel shop that sells Balinese stuff, souvenirs and handcrafts made from Bali.

Open: 09:00 am until 20:00 pm



Figures 3.6

- g. Valet Parking:

Every guest who are staying in this hotel do not need to pay for the parking or the valet.

- h. 24 hours Buggy Service.

The buggy service will be delivering the guest to the room or lower swimming pool

## **B. Organization Structure**

As one of five-star hotels in Bali of course, Renaissance Bali Uluwatu Hotel has an organization structure within the Hotel to find out the responsibilities and goals of each

department in order to create a good coordination between hotel departments so that services provided to guests can be satisfying. The following is a chart of the Renaissance Hotel organization structure.

### 1. Hotel Organization Chart

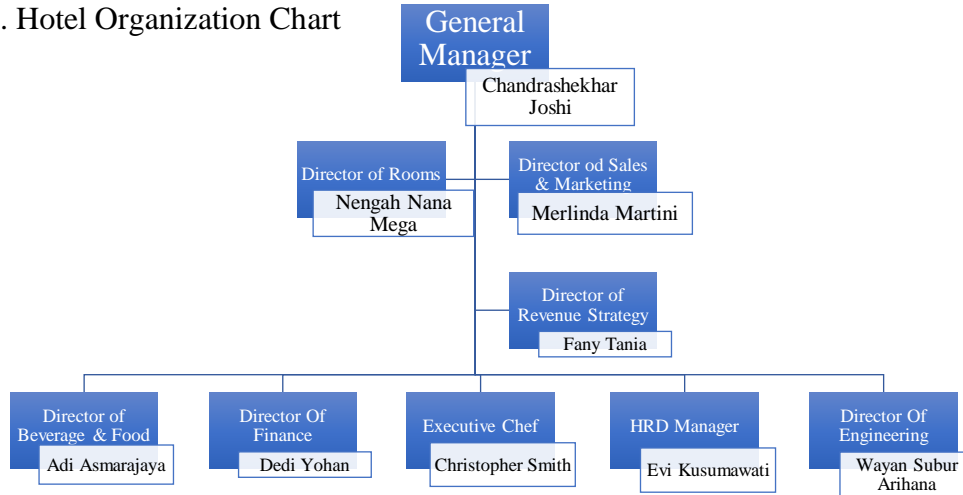


Chart 2.1  
Hotel Organization chart

## 2. Front Office Organization Chart

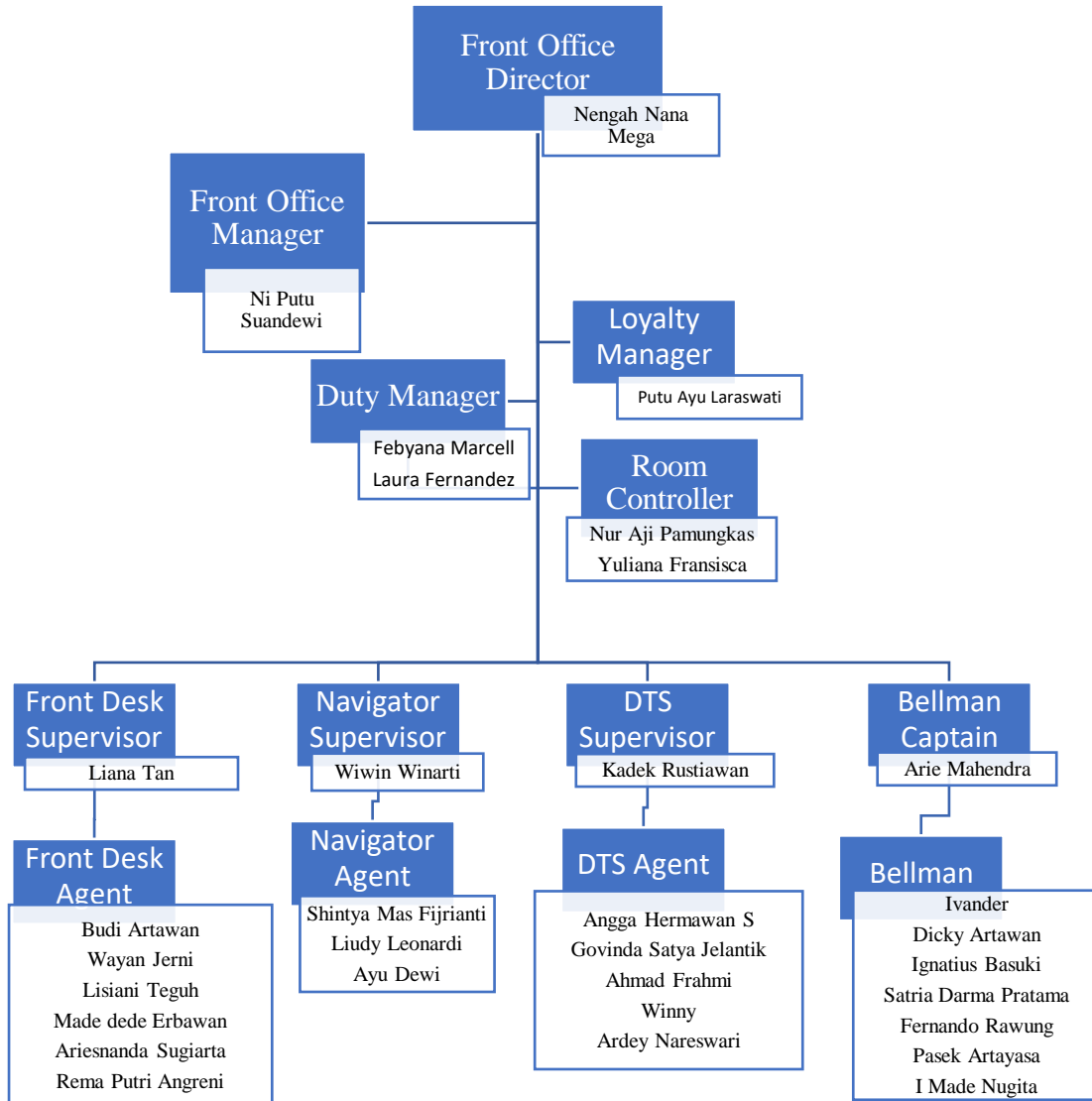


Chart 2.2  
Front Office Organization Chart

### 3. Front Office Department Job Description

#### a. Job Description of Front Office Manager:

- 1) Walk around to Lobby area/Buggy parking area/DTS/Storages & other related area.
- 2) Conduct “R Ways” briefing.
- 3) Check room availability/overall occupancy & plan for operation productivity.
- 4) Check Room to back and prepare for VIP room.
- 5) Monitor GXP, Ensure area Cleanliness.
- 6) Lead from the lobby.
- 7) Check VIP Room.
- 8) Interact with guests especially those who have problems.
- 9) Be with the team especially during peak hours.
- 10) Check tomorrow business and ensure enough people.
- 11) Make sure next day room arrival are block.
- 12) Ensure weekly or monthly training plan is developed and work out daily.
- 13) Save Daily Report for Audit and Annual Report
  - a. H172, H157, H1997, J104 & J102 (from Previous day), J106 (for the next day arrival), J108, J118, A300.
  - b. OXI error report.
  - c. NRDW Report.
- 14) Monitor & Meet:
  - b. Guest Voice & Social Media.
  - b. MR enrollment.
  - b. GXP.
  - b. Net60.
  - b. Upselling.
  - b. Training hours for your ambassadors.
- 15) Follow Front desk shift check list based on the shift.

#### b. Job Description of Duty Manager:

- 1) Walk around to Lobby area/Buggy parking area/DTS/Storages & other related area.
- 2) Conduct “R ways”.

- 3) Check Room availability/overall occupancy & plan for operation productivity.
  - 4) Check Room Back to back and prepare VIP room.
  - 5) Monitor GXP
  - 6) Ensure area Cleanliness.
  - 7) Lead from the lobby.
  - 8) Check VIP Room.
  - 9) Interact with guests especially those who have problems.
  - 10) Be with the team especially during peak hours.
  - 11) Check, review, and send PM report to A/R Supervisor by 15:00
  - 12) Check tomorrow business and ensure enough people.
  - 13) Make sure next day room arrival are block.
  - 14) Ensure weekly or monthly training plan is developed and work out daily.
  - 15) Save Daily Report for Audit and Annual Report:
    - a. H172, H157, H1997, J104 & J102 (from Previous day), J106 (for the next day arrival), J108, J118, A300.
    - b. OXI error report.
  - 16) Monitor & meet:
    - a. Guest Voice & Social Media.
    - b. MR enrollment.
    - c. GXP.
    - d. Net60.
    - e. Upselling.
    - f. Training hours your ambassadors.
  - 17) Follow front desk shift check list based on the shift.
- c. Job Description of Room Controller:
- 1) Read follow up and resolve traces.
  - 2) Check and execute Mobile Guest Check in/out request.
  - 3) Read emails, respond and follow up email.
  - 4) Check arrival room block and make sure the Elite Member get the benefits.
  - 5) Monitor Mobile Guest Check In & Check Out request and ensure it was update and execute.

- 6) Check 3 days reservation/correspondence ahead and send Pre-arrival email.
- 7) Double check today in-room VIP and MGS arrival registration card:
  - a. Registration folder
  - b. Room key/pocket
  - c. Check in insert
  - d. Resort map
  - e. Another flyer that needs to be inserted
- 8) Departure courtesy call to maintain the room back to back.
- 9) Control queue room and coordinate the room readiness to styling Order Taker.
- 10) Room Block for FIT & Group and ensure the block based on the guest request, 7 days upcoming arrival.
- 11) Lead the Pre-arrival plan meeting on daily basis.
- 12) Check business tomorrow and ensure enough people.
- 13) Drive on:
  - a. Guest Voice
  - b. MR enrollment
  - c. Trip Advisor
  - d. Net60
  - e. Upselling
- 14) Review Daily Guest Voice, monitor and analysis the problem.
- 15) Review and Check PM especially Group Bill and comfile the supporting bill.

d. Job Description of Front Desk Agent:

- 1) Pick up float from your SBD.
- 2) Read, respond and resolve emails.
- 3) Join briefing "R ways".
- 4) Hand over from previous to next shift.
- 5) Ensure area Cleanliness.
- 6) Prepare VIP and Mobile check in registration folder, cut key, hotel facilities, local navigator guide, etc.
- 7) Check & action traces.

- 8) Monitor and action Mobile check in/out.
- 9) Check room block and back to back room.
- 10) Departure Call for due out at 12:00.
- 11) Next day departure check:
  - a. Double check billing instructions and routings.
  - b. Do allowance/adjustment if any.
  - c. Check sharer's account.
  - d. City ledger, find and attached supporting document.
  - e. Advance Payment for Advance purchase booking from Hotel Web and OTA
- 12) Enroll MR to arrival Departure guests.
- 13) Do upsell.
- 14) Log any info in profile notes or messages to follow up in traces.
- 15) Ensure EDC machine is settled & credit card verification is release.
- 16) Close cashier (if any)
  - a. Print Journal cashier and ensure rebate form are prepared.
  - b. Make sure each check out folio has signed CC (if pay by CC, if pay cash, to be dropped to shift drop). Reg. Card copy of passport/ID, supporting bills, any allowance bills, Remittance form
  - c. Ask your supervisor to check and approve your shift drop.
- 17) Hand over any pending message to next shift.
- 18) Pick up your due back.
- 19) Collect your money and keep it in your shift.
 

Run Night Audit:

  - a. Print and Check Report (A142, B108, B194, A164, A128, J104, A106, A138).
  - b. Review and save (A120, P112, B168, B108, J108, H138, H197, H172, J108, J118, FD200, FD300, No Suite Go Empty Manual Report)
- 20) Save Report for B&F in Public Folder after N/A (A124, R118, A130, B202, P112, A178).
- 21) Print, check, and report Fixme to reservation to follow up via traces.
- 22) Make sure the PI automatically check out and check in.

- 23) Rebate PM breakfast (9511) and do check out before running N/A to Clay Craft breakfast, and add on the same PM after Running N/A.
  - 24) Ensure all the Docket for Departure are taken out daily and File nicely.
  - 25) Do net 60 to ensure the internet are run well.
- e. Job Description of Navigator:
- 1) Read log book and follow up pending messages.
  - 2) Read, respond and resolve emails.
  - 3) Join briefing “R ways”
  - 4) Hand over from previous to next shift.
  - 5) Prepare Lobby amenities.
  - 6) Prepare and check for VIP.
    - a. welcome amenities.
    - b. VIP Folder (prepare key, Hotel information, local navigator guide, etc.)
    - c. VIP room check.
    - d. In Room Check in.
  - 7) Check Daily birthday guest and request the surprise cake.
  - 8) Check & action traces.
  - 9) Mingle with guests at Lobby area and/or outlets.
  - 10) Check VIP arrival guests who use hotel car.
  - 11) Meet and greet guests at airport if any request.
  - 12) Look for events on the island and share with all team.
  - 13) Check and update recommendations.
  - 14) Prepare VIP amenities form for Arrival next day and submitted to Pastry.
  - 15) Monitor & meet:
    - a. Check in Experience.
    - b. Departure Experience.
    - c. Elite Appreciation.
  - 16) Check VIP Report:
    - a. Pre-departure call.
    - b. VIP Arrival Courtesy.
    - c. Check List VIP room.



17) Create and send courtesy report.

18) Send Post card every Monday, Wednesday and Friday if any, to the closest Post office by 14:00 hours.

f. Job Description of Bellman:

1) Read log book and follow up pending messages.

2) Join briefing “R ways”

3) Hand over from previous to next shift.

a. Luggage store inventory and cleanliness.

b. Buggy Cleanliness and charging.

c. Trolley Cleanliness.

4) Prepare welcome amenities.

5) Prepare Oshibori.

6) Prepare shuttle car Resort – Beach Club and Resort car

7) Print report airport pick up and drop request and prepare the car and amenities

8) Check HT & Mobile.

9) Refuel hotel car.

10) Action newspaper delivery to rooms & outlets.

11) Do inventory guest car keys.

12) Check, respond, and follow up email.