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## CHAPTER II

### COMPANY GENERAL INFORMATION

#### A. Company's Profile

##### 1. Hotel's History

Grand Hyatt Jakarta Hotel is part of Hyatt Hotels Corporation. Many luxury hotels, resorts, and vacation properties are managed and franchised under this corporation. In 1957, The Hyatt Corporation purchased the Hyatt House at Los Angeles International Airport. Since then, Hyatt became the fastest-growing hotel chain in United States with many large luxury hotels in major cities and holiday destinations.

In Indonesia, the Hyatt Hotels Corporation has some lodging brands that are located on three different cities, such as Jakarta, Jogjakarta, and Bali. In Jakarta itself, Grand Hyatt Jakarta Hotel is located in the iconic landmark complex of Plaza Indonesia which has an easy and convenient access to office buildings, government offices, embassies, cultural attractions, and shopping malls. Because of this location, Grand Hyatt Jakarta becomes major option for the guests.

##### 2. Facilities

Facilities is one the most important assets to the hotel. As a luxury 5-star hotel, Grand Hyatt Jakarta provides elegant Grand Lobby with luxurious guest rooms and facilities to their guests. Grand Hyatt Jakarta has the total of 431 guest rooms, which include:



Figure 2.1  
Grand Room

The standard room in Hyatt is called as the Grand Room. There are 271 rooms in total of Grand rooms that located on 6<sup>th</sup> Floor - 17<sup>th</sup> Floor. The Grand Rooms were divided into 242 King rooms and 29 Twin rooms.



Figure 2.2  
Grand Club Room

Grand Hyatt also provides 119 Grand Club Rooms that are located from 18<sup>th</sup> Floor – 25<sup>th</sup> Floor. The guests who stay in the Grand Club room will get more benefits rather than the Grand rooms. Some of those benefits are the access to the Grand Club Lounge on 22<sup>nd</sup> Floor, special lounge for check-in and check-out, continental breakfast on the lounge, and also 25% discount of massage in Club Olympus.



Figure 2.3  
Grand Suite

The next higher types of the guest rooms are Grand Suite and Premiere suite. The total of the rooms are 33 rooms that divided into 18 rooms of Grand Suite and 15 rooms of Premiere Suite.



Figure 2.4  
Premiere Suite

Both of rooms are actually the same, but the difference is only that there is Jacuzzi on the Grand Suite rooms and the kitchenette for the Premiere Suite rooms.

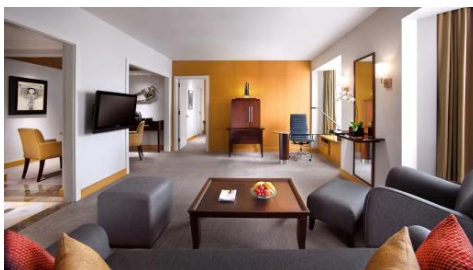


Figure 2.5  
Ambassador Suite

Grand Hyatt Jakarta also provides 4 rooms of Ambassador Suite which is newly renovated and has modern minimalist rooms.



Figure 2.6  
Grand Executive Suite

Grand Executive Suite has a total of 2 rooms located on 24<sup>th</sup> Floor with outside terrace.



Figure 2.7  
Penthouse or Presidential Suite

The higher types of rooms provided by Grand Hyatt Jakarta is called Penthouse or Presidential Suite. Total of 2 rooms located on 26<sup>th</sup> Floor with Glass terrace.

Grand Hyatt Jakarta provides not only the room services to their guest, but also food and beverages services. It has six restaurants services, such as:



Figure 2.8  
Grand Café

The main restaurant of Grand Hyatt Jakarta is called Grand Café. Located on the lobby level, it is an all-day dining restaurant. It is where the breakfast buffet services for the guest from 6<sup>th</sup> – 17<sup>th</sup> Floor takes place. Grand Café opens every day from 6 Am – 10 Pm.



Figure 2.9  
C's Steak and Seafood Restaurant

C's Steak and Seafood Restaurant provides western dining services to the guest. It is located on 4<sup>th</sup> Floor of Grand Hyatt Jakarta. It is operated 6 days a week, from Monday to Saturday. For the opening hours, it is started at 12 PM – 2.30 PM for lunch session and at 6 PM – 10.30 PM for dinner session.





Figure 2.10  
Sumire Japanese Restaurant

Located on 4<sup>th</sup> Floor of Grand Hyatt Jakarta, Sumire is a Japanese restaurant that offers premium-grade sushi and sashimi, provided by the hotel to both in-house guests and walk-in guests. It is open every day, starting from 12 PM – 2.30 PM for lunch and 6 PM – 10.30 PM for dinner session.



Figure 2.11  
Seafood Terrace

Seafood Terrace is the only outdoor restaurant and is located on 5<sup>th</sup> floor. It offers pool-side dining with Balinese concept. The restaurant is operated daily from 9 AM – 9 PM.



Figure 2.12  
Fountain Lounge

Fountain Lounge is a café located on mezzanine level of the hotel with the beautiful view of the famous landmark of Jakarta, Bundaran HI. It is operated daily from 8 AM – Midnight.



Figure 2.13  
Burgundy

Burgundy is the bar services that is provided by Grand Hyatt to the guests. It features an extensive collection of wines, vodkas, martinis, champagnes, cocktails, also various selection of light snacks. It is operated daily from 9 AM - 1 AM.

There are also various types of function rooms that are offered by Grand Hyatt Jakarta, such as:



Figure 2.14  
Grand Ballroom

The main function room is called Grand Ballroom. It can flexibly accommodate a variety of different sized events with a capacity of 350 pax for a gala dinner or 800 pax for a cocktail reception. For more intimate events or small-scale occasions, the ballroom can also be divided into 3 sections.



Figure 2.15  
The Residence ONFIVE

There is also The Residence ONFIVE which is located on 5<sup>th</sup> floor. It is another perfect option for meeting space provided by Grand Hyatt. It has a total of 4 meeting rooms that can be combined into one big space for big-scale meetings or special occasions.



Figure 2.16  
The Krakatau Room

Grand Hyatt Jakarta has The Krakatau Room which can also be divided into three sections. It is really suitable for meetings and breakout rooms, or as one large meeting room. This function room is able to accommodate up to 60 people in a classroom set up.



Figure 2.17  
Business Centre Lounge

As a business hotel, Grand Hyatt Jakarta also has a Business Centre, which is located on the 2<sup>nd</sup> floor, adjacent to the other function rooms. It offers a wide range of services for business travelers on the move. It open every day, starting from 6AM-11PM.

Besides providing the printing and other work assistance services, this place also has a total



Figure 2.18  
Meeting Room 1

of 5 different types of meeting rooms such as

1. Meeting room 1

The maximum capacity for this rooms are 20 persons with price IDR1.500.000++/hour.



Figure 2.19  
Meeting Room 2

2. Meeting room 2

Meeting room 2 has maximum capacity for 12 persons with the price IDR1.200.000++/hour.



Figure 2.20  
Meeting Room 3

3. Meeting Room 3

Meeting Room 3 is the smallest meeting room. The maximum capacity is only for 5 persons with the price IDR750.000++/hour.



Figure 2.21  
Meeting Room 4

4. Meeting Room 4

Meeting Room 4, with price IDR1.000.000++/hour, can hold private meeting for maximum 8 persons.





Figure 2.22  
Meeting Room 5

#### 5. Meeting Room 5

Meeting Room 5 with total maximum capacity of 6 persons, is priced IDR750.000++/hour.

Grand Hyatt Jakarta is not only focused in their business services but also features some of facilities for their guests' leisure needs, such as:



Figure 2.23  
Outdoor Swimming Pool

Grand Hyatt Jakarta features lush Balinese tropical gardens together with a 43-metre lagoon-shaped swimming pool, a children's pool and traditional cabanas known as bale. It is located on 5<sup>th</sup> floor and opens Monday through Sunday from 6AM - 8PM.



Figure 2.24  
Club Olympus, 24/7 Gym

Club Olympus is the fitness centre of Grand Hyatt Jakarta. It offers a wide range of fitness equipment and classes, exclusive for in-house guest and Club Olympus members only.



Figure 2.25  
Spa & Massage

Besides 24/7 gym, there is a spa & massage services that opens on Monday through Sunday from 7AM to 11PM.





Figure 2.26  
Tennis Court

There is also a tennis court provided by the Grand Hyatt Jakarta for their guests. The guest can book the tennis court at the Club Olympus reception, starting from IDR110.000++/hour /usage.

## B. Organizational Structure of The Company

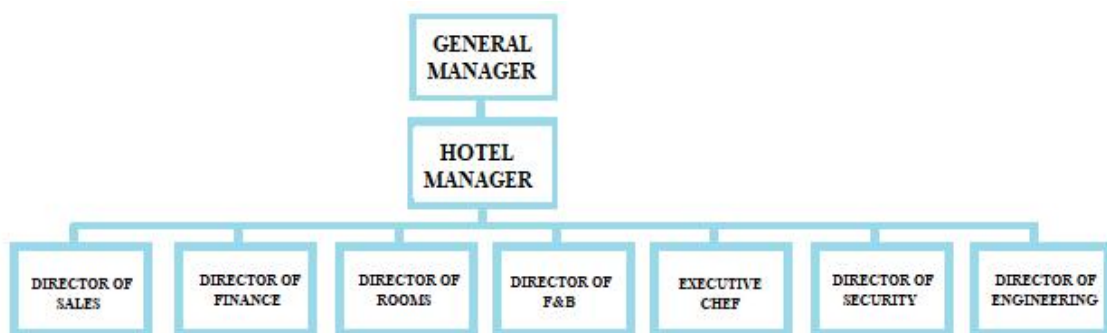


Figure 2.27 Hotel Organization Chart

Duties and Responsibilities :

### a. General Manager

- 1) Greeting and receiving feedback from guest in order to ensure satisfaction.
- 2) Monitoring the daily activities of all departments in the hotel.
- 3) Supervising and managing all the hotel staff.

### b. Hotel Manager

- 1) Monitoring the daily activities of all departments in the hotel.
- 2) Promoting and marketing the business.
- 3) Training and monitoring staff.

### c. Director of Rooms

- 1) Coordinating the organization and administrative functions in all areas of the Rooms Division.
- 2) Ensuring the smooth operation of the guest services.
- 3) Providing all guest with quality service while maximizing room revenue and productivity.

- d. Director of Sales
  - 1) Approving the marketing, advertising, sales plans, programs and annual budget that already prepared by the sales manager.
  - 2) Creating an effective Sales Programs that will increase awareness and positive perception of the Hotel.
  - 3) Directing and managing all group, transient, and banquet sales activities to maximize revenue for the hotel.
- e. Director of Finance
  - 1) Leading monthly finance update meetings with General Manager/Hotel team.
  - 2) Reviewing the balance sheets regularly and ensuring the reconciliations are performed of all cluster hotels controlled accounts.
  - 3) Working with the Finance Managers/General/Hotel Manager to provide full and accurate forecasting and budgeting proposals within the hotel.
- f. Director of Security
  - 1) Communicating all security issues concerning the hotel with law enforcement.
  - 2) Ensuring physical safety of all property and assets owned by the hotel.
  - 3) Supervising administration and operation of hotel's security equipment and staff.
- g. Director of Engineering
  - 1) Directing and coordinating routine, preventive and emergency interior/ exterior maintenance
  - 2) Managing all aspects of maintenance staff on a daily basis.
  - 3) Obtaining optimum efficiency of hotel maintenance operations.
- h. Director of Food & Beverages
  - 1) Assisting all the menu planning and pricing.
  - 2) Confirming all details relate to group functions with banquet planners.
  - 3) Developing and maintaining all the staff under the food and beverages department.

- i. Executive chef
  - 1) Developing the reputation of the hotel through the production of excellent quality food throughout the hotel.
  - 2) Managing and ensuring cost-effective production without lower the quality of the food served.
  - 3) Training and over-seeing kitchen staff in charge in the hotel.

### C. Front Office Organizational Structure

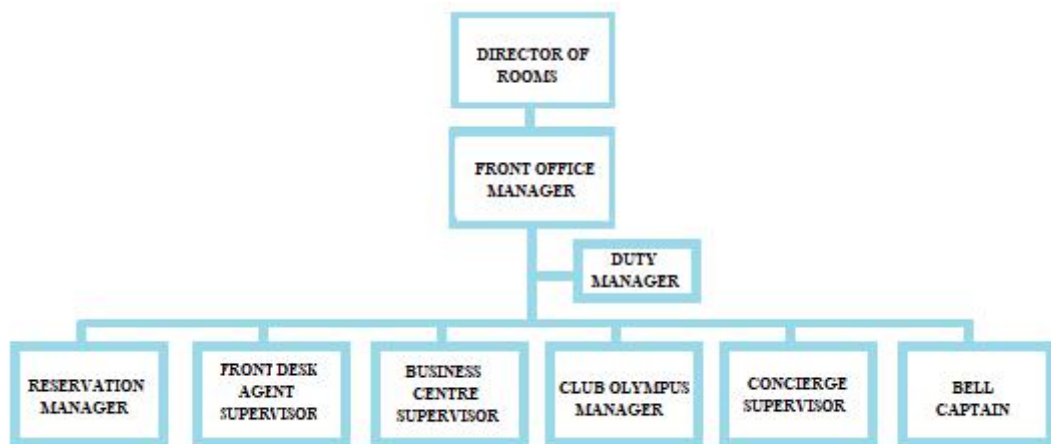


Figure 2.28 Front Office Department Organizational Chart

#### Duties and Responsibilities:

- a. Director of Rooms (DOR)
  - 1) Coordinating the organization and administrative functions in all areas of the Rooms Division.
  - 2) Ensuring the smooth operation of the guest services.
  - 3) Providing all guest with quality service while maximizing room revenue and productivity.
- b. Front Office Manager (FOM)
  - 1) Maintaining working relationship & communication with other departments
  - 2) Maximizing room revenue and occupancy by reviewing status daily.
  - 3) Training and evaluating all front office personnel job performance
- c. Duty Manager
  - 1) Developing high quality relationships with the guests throughout their stay especially the VIP guests.

- 2) Handling any guest complaints or contentious issues that cannot be settled directly by the team and providing a fast solution.
  - 3) Managing and motivating the Front Office team in order to provide a high standard of service for customers.
- d. Reservation Manager
- 1) Allocating daily tasks to reservations staff.
  - 2) Monitoring and coordinating group reservations activity with the Sales b department and Revenue management.
  - 3) Reviewing reservation booked, arrival report, and departure report daily.
- e. Business Center Supervisor
- 1) Handling guest complaints, inquiries, comments and initiate appropriate action or follow-up.
  - 2) Maintaining all the computers, printing, scanning, and faxing machines are work properly to ensure the guest satisfaction.
  - 3) Supervising and maintaining the work of all the business centre staffs to ensure all their job responsibilities done perfectly.
- f. Concierge Supervisor
- 1) Supervising daily Concierge operations.
  - 2) Monitoring the appearance, standards and performance of the Concierge Team Members with an emphasis on training and teamwork..
  - 3) Ensuring the team members have current knowledge of hotel products, services, pricing and policies as well as a good knowledge of the local area.
- g. Bell Captain
- 1) Delegating bell boys to pick up the baggage from guest rooms.
  - 2) Ensuring that smooth and fast baggage handling for all guests.
  - 3) Ensuring the lobby, bell closet and work areas as well as departmental equipment are clean and presentable at all times.
- h. Front Desk Agent Supervisor
- 1) Ensuring outstanding customer care of all times
  - 2) Resolving customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction



- 3) Supervising the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests.
- i. Club Olympus Manager
    - 1) Oversees the safety and cleanliness of the gym, spa, and locker area.
    - 2) Recruiting, training, and supervising all the staff of the club.
    - 3) Managing budgets and keeping statistical and financial records.