

CHAPTER 2

GENERAL DESCRIPTION

A. Hotel's Profile

1. The Ritz-Carlton Pacific Place History



Figure 2.1 Hotel's Logo

The Ritz Carlton logos symbolize elegance, noble bearing and refinement. The lion and crown logo is a combination of British royal seal. This logo was created by Cesar Ritz.

The Ritz Carlton company was established by Albert Keller who bought the franchise name. In the early 1900s, several hotels were known as The Ritz-Carlton, in places such as Boston, Philadelphia, Pittsburgh, Atlantic City and Boca Raton. However, by 1940 none of the hotels were operating except The Ritz-Carlton, Boston. The hotel embodies the finest luxury experience, Yankee ingenuity and Boston social sensibilities. The standards of service, dining and facilities of this Boston landmark served as a benchmark for all future Ritz-Carlton hotels and resorts worldwide. It is located in a business central and also tourism area, Jakarta. This city has a dynamic business, the potential is very large, accompanied by infrastructure and tourism, it seems that it continues to grow. This hotel is officially open for public by the agreement of President Republic of Indonesia Susilo Bambang Yudhoyono in 2005.

a. Vision

The Ritz-Carlton inspires life's most meaningful journeys.

b. Mission

Provide genuine care and exceptional products and services resulting in profit.

2. Hotel Facilities

One of the most important assets of a hotel is its facilities. As a five-star hotel, the Ritz-Carlton Pacific Place provides its guests with some unique and better facilities than three-star and four-star hotels. Here are some of the facilities offered by the hotel to both in-house and outsider guests.

a. Hotel's Lobby



Figures 2.2 Hotel's Lobby

The first hotel facility is the lobby. The lobby located in L floor, the hotel offers a welcome drink prepared by the staff, the lobby also has lounge area for guest to stay and chill.

b. Rooms

1) Deluxe Grand Club Room



Figure 2.3 Deluxe Grand Club Room

This room type is claimed as the largest room in Jakarta which is around 775 square feet or 72 square meter and has a view of the Jakarta City Skyline.

2) Superior Deluxe Grand Club Room



Figure 2.4 Superior Deluxe Grand Club Room

The size of this room is around 786 square feet or 74 square meters with the maximum occupancy of 3 adults. The same as the deluxe grand club room, this room also has a Jakarta city view.

3) Executive Grand Club Room



Figure 2.5 Executive Grand Club Room

This room has Floor-to-ceiling windows with views of the Jakarta skyline and The latest in- room technological services with almost 900 square feet of space the maximum occupancy of 2 adults. The size of the room is around 893 square feet or 83 square meters. The same as the deluxe grand club room and the superior grand club room.

c. Suites

1) Mayfair Club Suite



Figure 2.6 Mayfair Club Suite

This room has floor-to-ceiling windows with views of the Jakarta skyline and

the latest in-room technological services. The maximum occupancy of this room is for 2 adults. The size of the room is around 893 square feet or 83 square meters. The same as the deluxe grand club room and the superior grand club room.

2) Ritz-Carlton Suite



Figure 2.7 Ritz-Carlton Suite

This suite maximum occupancy is for 3 adults, provide king beds, a crib and connecting rooms depends on request, the total size of the room is around 1830 square feet or 171 square meters. There is a separated spacious living room and master bedroom facility that can be used by the guest while staying at this suite.

3) Presidential Suite



Figure 2.8 Presidential Suite

One of the strengths of this suite is the unmatched skyline view with 180 degree view of skyscrapers and overlooking city landscapes. The size of this suite is 3659 square feet or 340 square meters with the maximum occupancy of 3 adults. There is a separate living and dining area in this suite.

d. Residences

1) One-Bedroom Suite



Figure 2.9 One-Bedroom Suite Residence

All guests can enjoy views of the Jakarta city skyline while staying in this one- bedroom residence suite. The size of this residence is around 861 square feet or 81 square meters, this residence has one bedroom which is located separately from the living room area.

2) Two-Bedroom Suites.



Figure 2.10 Two-Bedroom Suite Residence

The maximum occupancy of this accommodation is 6 adults. This suite size is around 1324 square feet or 123 square meter and has a total of two- bedrooms that separated with the living room area. Guest can enjoy Jakarta city skyline at the balcony.

3) Three-Bedroom Suites



Figure 2.11 Three-Bedroom Suite Residence

This room has a total of 3 bedrooms. Just like the one-bedroom and two-

bedroom types, the maximum occupancy of this type of suite residence is 10 adults. this residence has a separate living room area from the bedrooms.

The three-bedroom suites are located from the 26th to the 39th floor The total size of this suite area is around 123 square meters.

e. Dining Area

The dining area offered by the Ritz-Carlton Pacific Place is called Pasola. This restaurant is a private all-day dining restaurant that offers Asian fare, start from the buffet, a la carte, signature cocktails, and wine.



Figure 2.12 Pasola Restaurant's Dining Area



Figure 2.13 Pasola Restaurant's Buffet Area



Figure 2.14 Pasola Restaurant's Food Dishes

Pasola restaurant is open daily, from Monday to Sunday. For the opening hours, breakfast time starts from 6 am until 10 am. For lunch, it is open from Monday to Saturday, starting from 12 pm until 2 pm. Every Sunday, there is a brunch section that starts from 12 pm until 3.30 pm. Lastly, for the dinner time starts from 6 pm until 9 pm every day.



Figure 2.15 The Club Lounge

Lounge area in the Ritz-Carlton Pacific Place, which is called The Club Lounge. The Club Lounge is reserved for hotel room guests only. This Club is open daily from 7am to 10pm. The menus offered by The Club Lounge include small buffet, snack bites, desserts, cocktails, and wine. The lounge can be family gathering or business meeting.

f. Health Club

To fulfill the leisure needs of the guest, the Ritz-Carlton Pacific Place also offers several other facilities such as a swimming pool, gym, and spa.

1) Swimming Pool



Figure 2.16 Swimming Pool

The swimming pool area is located on the 8th floor of the hotel's building. The swimming pool area can be used by the entire guests who stay in the hotel. The swimming pool opens at 5am and closes midnight. Due to Covid 19 pandemic, the pool is limited and closed at 9pm for safety protocol.

2) Gym / Fitness Center and health



Figure 2.17 Fitness Center

Fitness center or gym can be used by the guests and staff. The facility is located on the 8th floor of the hotel's building, near the spa area, next to swimming pool and glass house.

3) The Spa



Figure 2.18 The Spa

The spa facilities offered by the Ritz-Carlton Pacific Place are located on the 8th floor. Guest can receive 60 minutes of Pacific traditional signature massage, 90 minutes of Chakra Crystal Stone massage, and 120 minutes of Javanese Royal Ritual.

g. Meetings and Weddings



Figure 2.19 Meeting Room

The Ritz-Carlton Pacific Place offers meeting place to the guests which includes board meeting, business meeting, seminars, company meeting, etc. The meeting room located in 8th floor next to the Club.



Figure 2.20 Grand Ballroom

The ballroom is the biggest spot that the Ritz-Carlton Pacific Place hotel had to offer. The Grand Ballroom of the Ritz-Carlton Pacific Place is considered as one of the widest ballrooms in Jakarta area. The grand ballroom is located on the 4th floor of the hotel near the food production department. There are three areas of the the Ballroom 1 or AG, Ballroom 2, and Ballroom 3 or BEJ. This grand ballroom usually uses for wedding events and promotion.

h. Kitchen Area



Figure 2.21 Banquet Kitchen

This is where the writer works. The banquet kitchen has 3 section; Asian, Western, and Chinese. The writer works in western section. In the Western section there are 3 staff and 4 trainees. The staff are also used to be trainee before they had a job there. The place is very clean and tidy. Every week the writer and other trainee members clean the whole place. Banquet kitchen handles food for big event like wedding or corporate meetings.

B. Organizational Structure of the Company

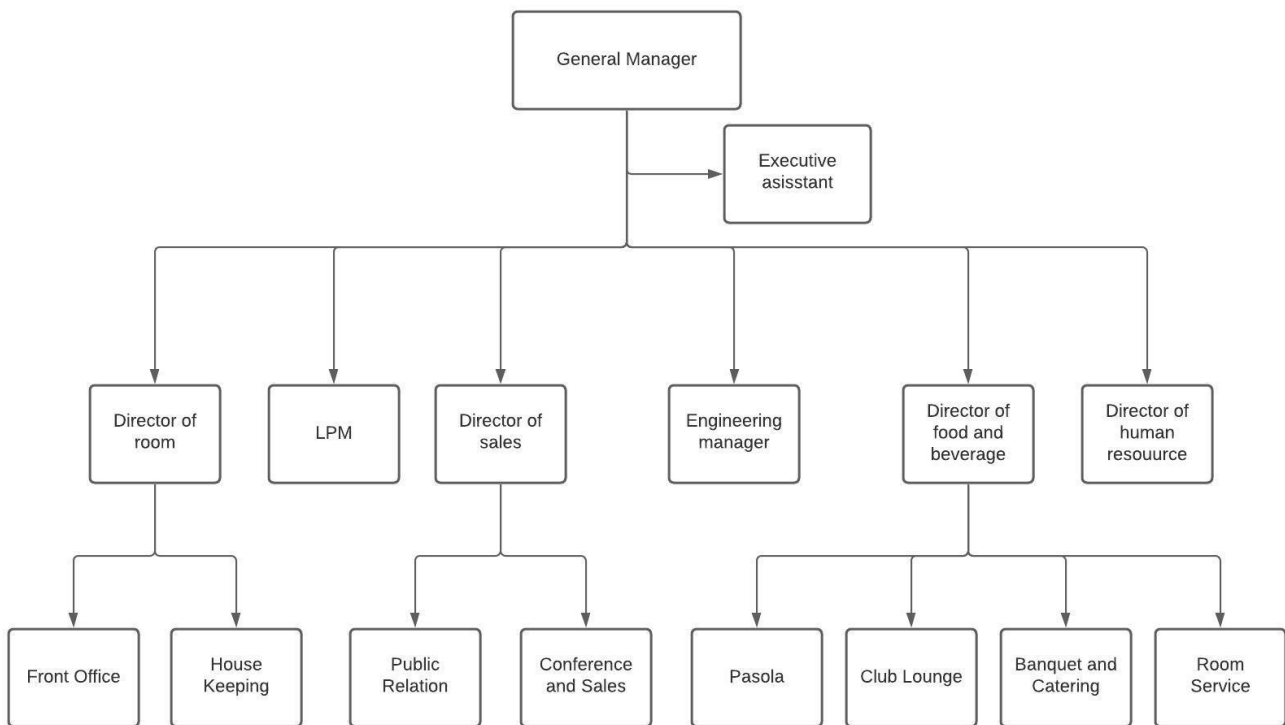


Figure 2.22 The Ritz-Carlton Pacific Place Organizational Chart

Each employee has their own duties and responsibilities. The following are the duties and responsibilities of each employee.

1. General Manager

Hotel general manager responsible organizing all the work in hotel food service, reception, bar service, room service, booking, budgeting, staff, and marketing.

2. Executive Assistant

Organize meetings, booking rooms, taking dictations, making travel arrangements and write down report.

3. Loss Prevention Manager
Minimizing the loss of, merchandise, money, and important belongings and keep customer and employee safety.
4. Director of Sales
Responsible for daily efforts and sale, branding for the property including rooms, dining outlets and events
5. Engineering Manager
Responsible for managing all aspect of maintenance and to coordinates and performs routine checkup maintenance to make sure everything is fine.
6. Director of Food & Beverage
Design variant menus, handling complains from customer, create rugalach of food clean and sanitize.
7. Director of Finance
Managing the accounting records and financial reports, developing best practice financial accounting and control procedures, supporting, advising and dev eloping his/her team.
8. Director of Human Resource
Assessing staffing needs, hiring employees, designing training programs, and developing compensation plans. Handling employee relations, ensuring compliance with regulations, managing budgets.

Kitchen Organization Chart

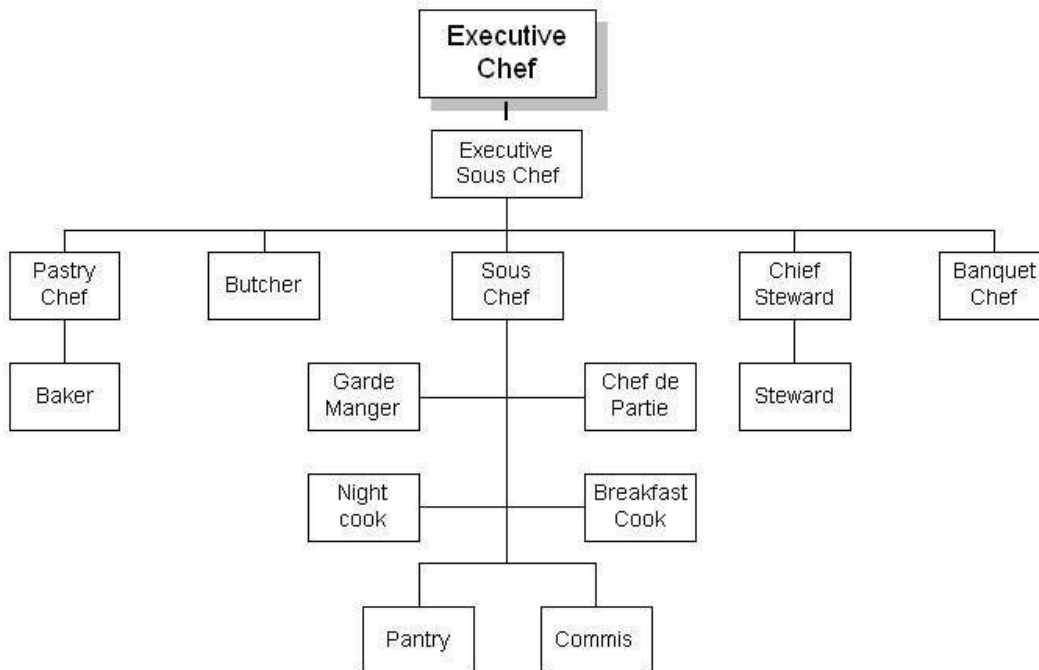


Figure 2.23 Organizational chart

Job desk for the positions on the organization chart above are:

1. Executive Chef
Chef responsible for overseeing kitchen staff and the quality of the food items, their duties is to hire training staff, expediting orders, and the flow of the kitchen.
2. Sous Chef
Directing food process, supervising all kitchen stations, and working closely with other chef.
3. Butcher
Prepare meat, weighing meat, and wrapping meat
4. Chief Steward
Supervise and coordinates the non-cooking kitchen workers, pantry, storeroom, and other steward activities
5. Pastry Chef
Pastry chef is responsible for decoration, creation, and presentation of desserts, such as pastries, cakes, and pie.
6. Banquet Chef

Primarily responsible for the planning, organizing, controlling, and directing the work of employees in the Banquet Kitchen Department. Overseeing the food preparation of all banquet and catering event while always ensuring superior quality and consistency.

7. Trainee/ Helper

Provide support in selected section helping staff in need and learning, measuring ingredients, replenishing supplies and completing other duties assigned.