

CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History

Luminor Hotel is the second grand owned by Waringin Hospitality Hotel Group. Hotel 88 is the first hotel brand belonging to the Waringin Hospitality Hotel Group. Founder of Waringin Hospitality Hotel Group are Mr. Eddy Susanto and Ir. Yohanes Sucipto since 1987. Waringin Hospitality Hotel Group has been operating since 2010 and the company of the Waringin Group.

Even though the current economic conditions are not good due to the influence of the Covid – 19 outbreak, the potential for the hotel business in several big cities in the future is still promising.

Some hotels that will be established are currently under construction starting at the end of 2020 and in the next few years. Until 2021 Luminor Hotel has operated in the cities of Jakarta, Surabaya, Sidoarjo, Banyuwangi, Jember, Kalimantan, and Purwokerto.

Luminor Hotel is a three star hotel in the city of Jambi. Luminor Hotel Jambi is considered a new hotel. Established on March 19th, 2017. Luminor Hotel Jambi is located in Jl. Mpu Gandring No. 72, Kebun Jeruk, Kec. Telanaipura, Jambi City, Jambi, 36121.



Figure 2.1

Luminor Hotel Jambi

2. Facilities

It has three types of Deluxe, Executive, and Suite Rooms with size ranging from 21 m² to 47 m². Luminor Hotel Jambi is equipped with restaurant facilities, meeting rooms, ballrooms, sky lounge, valet parking, and full Wi-Fi access. Currently, there are five facilities in Luminor Hotel Jambi. Equipped with meeting room facilities, ballrooms, Rock n Sugar Resto, valet parking, and free Wi-Fi.

Table 2.1
Facilities




No.	Name	Description
1.	 <p>Figure 2.2 Room</p>	<p>a. Luminor Hotel Jambi is a new three star hotel inspired by its urban design with a touch of modern ambience.</p> <p>b. Room Type : Deluxe Room, Executive Room, Suite Room</p>
2.	 <p>Figure 2.3 Restaurant</p>	<p>a. The taste of cooking spices and the freshness of the drinks that will serve at Luminor restaurant.</p> <p>b. Opening hours : Breakfast : 06.00 A.M – 10.00 A.M Lunch : 12.00 P.M – 15.00 P.M Dinner : 18.00 P.M – 21.00 PM</p>
3.	 <p>Figure 2.4 Meeting Room</p>	<p>Meeting Room Type : Luminor Ballroom, Aurduri Room, Gentala Room, Makalam Room</p>

Table 2.2

Room Type in Luminor Hotel Jambi


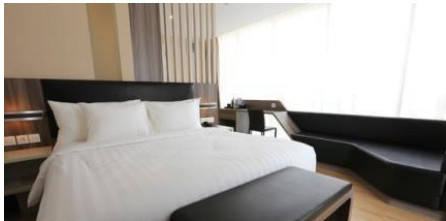





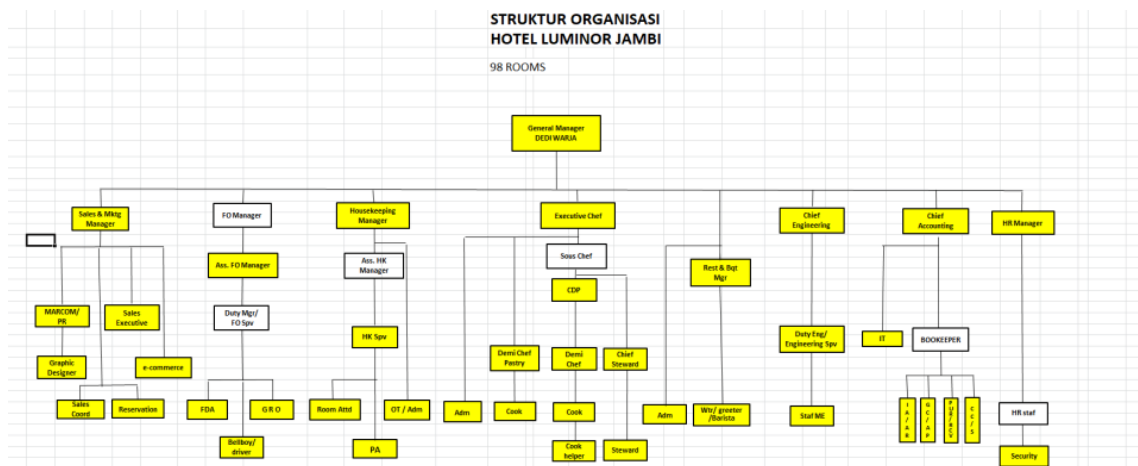
No.	Name	Description
1.	 <p>Figure 2.5 Deluxe Room</p>	<p>a. Deluxe King Room include 1 bed and Deluxe Twin include 2 beds. b. Type of Deluxe Room : Deluxe King and Deluxe Twin c. Room Rate : Rp. 480.000,00. (Room + Breakfast) or Rp. 450.000,00. (Room Only) Total room : 90 rooms Total Deluxe King Room : 50 rooms Total Deluxe Twin Room : 40 rooms Size Deluxe King Room : 180 x 200 cm Size Deluxe Twin Room : 120 x 200 cm</p>
2.	 <p>Figure 2.6 Executive Room</p>	<p>a. Room Rate : Rp. 700.000,00 b. Total Room : 6 rooms c. Size : 200 x 200 cm</p>
3.	 <p>Figure 2.7 Suite Room</p>	<p>a. Room Rate : Rp. 1.200.000,00 b. Total Room : 2 rooms c. Size : 200 x 200 cm</p>

Table 2.3
Meeting Room in Luminor Hotel Jambi

No.	Name	Description
1.	 <p style="text-align: center;">Figure 2.8 Luminor Ballroom</p>	a. Size : 28.07 x 7.02 m ² b. Theater : 250 pax c. Classroom : 120 pax d. U-Shape : 100 pax e. Round Table : 120 pax
2.	 <p style="text-align: center;">Figure 2.9 Aurduri Room</p>	a. Size : 16.01 x 7.02 m ² b. Theater : 100 pax c. Classroom : 60 pax d. U-Shape : 50 pax e. Round Table : 50 pax
3.	 <p style="text-align: center;">Figure 2.10 Gentala Room</p>	a. Size : 12.6 x 70.2 m ² b. Theater : 60 pax c. Classroom : 45 pax d. U-Shape : 30 pax e. Round Table : 40 pax

4.	 <p style="text-align: center;">Figure 2.11 Makalam Room</p>	<p>a. Size : 6.3 x 9.15 m²</p> <p>b. Theater : 50 pax</p> <p>c. Classroom : 30 pax</p> <p>d. U-Shape : 30 pax</p> <p>e. Round Table : 40 pax</p>
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B. Organizational Structure



Figures 2.12

Organizational Charts of Luminor Hotel Jambi

Luminor Hotel Jambi categorized as a three star hotel and have ninety eight rooms. Mr. Dedi Warja as a General Manager and Mrs. Sri Oktavia as a Human Resources Development. Teams of Waringin Hospitality Hotel Group are Mr. Heru Susanto as a Chief Exevute Officer, Mr. FX Tommy Setiawan as a Chief Operations Officer, Mr. Herry Suwandi as a President Director, and Mr. Paul Tjahja Putra as a Regional Director.

Job descriptions of Luminor Hotel Jambi :

1. General Manager

The highest management in the hotel who is in charge of and responsible for all the implementation of hotel activities and supervises the performance.

2. Accounting

Hotel department which has the task of managing hotel finances, starting from the expenses of each hotel department, to providing employee salaries.

3. Front Office

The department at the hotel which is responsible for services to guests who want to book a room until leaving the hotel.

4. Housekeeping

The department that is responsible for the cleanliness and tidiness of the entire premises.

5. Food & Beverage

The department in charge of serving food that was previously provided by the food production department.

6. Auditor

In charge of understanding the accounting system, reviewing relevant financial reports, getting in order to be able to provide rational conclusions.

7. Bellboy

Help carry a guest luggage by using a trolley to the room.

8. Chef

Make recipes, determine ingredients, cook, and serve dishes.

9. Waiters

Arrange and serve food and drinks to guest according to directions.

10. Laundry

Assisting hotel operations related to the linen washing process for guest rooms, restaurants and meeting rooms as well as uniforms for employees.