

CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History

Mandarin Oriental is a well-known hotel group that operates 33 luxury hotels in 23 countries worldwide. There are 35 Mandarin Oriental hotel's worldwide. In Asia, there are 13 hotels, such as in Bangkok, Singapore, Kuala Lumpur, Shanghai, Tokyo and several more. The headquarter itself is located in Hong Kong. Mandarin Oriental name started in Hong Kong in 1963. By 1974 The Mandarin in Hong Kong and The Oriental in Bangkok collaborate together, eventually in 1985, they joined together to become Mandarin Oriental Group. Mandarin Oriental Jakarta is located in Jl.M.H.Thamrin Central Jakarta and it was first opened on 29 September 1979.



Figure 2.1. Mandarin Oriental Jakarta

1. Facilities

Mandarin Oriental Jakarta is a 5-star hotel with 272 rooms which has many facilities every guest can enjoy while staying in there or just to visit. For relaxing, spa is available for the guest to enjoy a range of massages and therapies in four dedicated rooms accompanied with friendly and helpful spa attendant. In their leisure time, they can go swimming in beautiful




pool surrounded by gardens and city view, Azure poolside cafe also open for selling soft drinks and snacks. To complete the wellness facility, the fitness centre offers various kind of cardio equipment, weights and a Kinesis Studio for their personal training classes.




In Mandarin Oriental Jakarta, there are 3 restaurants that guest can fill up their hunger. Lyon French Restaurant using fresh ingredients along with variety kinds of French dishes, with each dish is made with traditional French cooking technique created by talented chefs. Cantonese Li Feng restaurant also available, offers excellent traditional Chinese cuisine with partnering Chef Fei from Michelin starred Jiang restaurant at Mandarin Oriental Guangzhou. Cinnamon restaurant serves Asian and international dishes, either to enjoy it for lunch or dinner. The well-known bar to enjoy at night time is MO Bar. It is providing signature cocktails, snacks also live music. If the guest need something sweet, they have to try the delicious signature cakes at The Mandarin Cake Shop. They provide freshly baked pastries, cakes and sweets.

There are 9 types of function room. The Ballroom is 590 sqm, Diponegoro Room is 217 sqm, Imam Bonjol Room is 200 sqm, Thamrin Room is 217 sqm, Tanjung Rasamala 100 sqm, Tanjung Room and Rasamala Room is 50 sqm, The Esquire Room is 85 sqm and The Boardroom is 78 sqm. During the writer's industrial placement, the function rooms were often used for holding weddings and ministerial meetings. The ballroom itself can accommodate up to 500 pax of weddings or events.

There are 9 types of room. Urban Suite room is a modern room with a size of 64 sqm with separated bedroom and living areas, it has a Sudirman and Imam Bonjol street view. Deluxe Room have a colonial style rooms that have a view of welcome monument and 47 sqm room size. Superior Club Room has a city skyline view also access to the lounge and 47 sqm room size. Urban Suite Monument View is the same as Urban Suite room, but with a welcome monument view. Deluxe Club Room have a welcome monument views, Club Lounge access and room size of 47 sqm. Oriental Suite have a 96 sqm room size, welcome monument view, Club Lounge access with large bedroom and complete amenities. Mandarin Suite located on the top floor, 200 sqm room size, kitchen also dinng room. Lastly, Urban Club Suite with either Sudirman, Imam Bonjol or welcome monument view with 64 sqm room size.

Table 2.1. Type of rooms in Mandarin Oriental Jakarta

No.	Room Type	Description
1.	 <p>Figure 2.2. Urban Suite Room</p>	<ul style="list-style-type: none"> a. 64 sqm room b. King Bed c. Mini bar, coffee and tea maker, free newspaper, TV, WIFI access, E-safe toilet amenities and bathrobes. d. Room Rates: <ul style="list-style-type: none"> 1) Urban Suite room without breakfast (Rp2.040.000) 2) Urban Suite room with 2-person breakfast (Rp4.719.000)
2.	 <p>Figure 2.3. Deluxe Room</p>	<ul style="list-style-type: none"> a. 47 sqm room b. 1 King Bed or 1 Twin Bed c. Monument view, coffee and tea maker, TV, toilet amenities, WIFI access, E-safe and large walk-in wardrobe. d. Room Rates: <ul style="list-style-type: none"> 1) Deluxe room without breakfast (Rp2.167.500) 2) Deluxe room with breakfast 2 person (Rp3.085.000)
3.	 <p>Figure 2.4. Deluxe Corner Room</p>	<ul style="list-style-type: none"> a. 47 sqm room b. City skyline view c. Walk-in shower with large bath d. Access to Club Lounge e. Elegant lounge area, WiFi access f. Room Rates: <ul style="list-style-type: none"> 1) Superior Club room without breakfast (Rp2.805.000) 2) Superior Club room with breakfast 3 person (Rp3.242.800)

4.	 <p>Figure 2.5. Urban Suite Monument View</p>	<ul style="list-style-type: none"> a. 64 sqm room b. Welcome monument view c. King size bed TV, coffee and tea maker, Mini bar, WIFI access, working desk, spacious bathroom d. Custom designed furniture e. Room Rates: <ul style="list-style-type: none"> 1) Urban Suite room without breakfast (Rp2.880.000) 2) Urban Suite Room with 3-person breakfast (Rp3.202.000)
5.	 <p>Figure 2.6. Deluxe Club</p>	<ul style="list-style-type: none"> a. 47 sqm room size b. Welcome monument view c. King bed or Twin bed d. Bath and walk in shower, full, Mini Bar, E-safe, e. Room Rates: <ul style="list-style-type: none"> 1) Deluxe Club Room without breakfast (Rp3.600.000)
6.	 <p>Figure 2.7. Oriental Suite</p>	<ul style="list-style-type: none"> a. 95 sqm room size b. Club Lounge access c. Teak floors and oriental rugs d. Large bathtub and walk-in showers e. Welcome monument view f. Room Rates: <ul style="list-style-type: none"> 1) Oriental Suite without breakfast (Rp4.950.000)


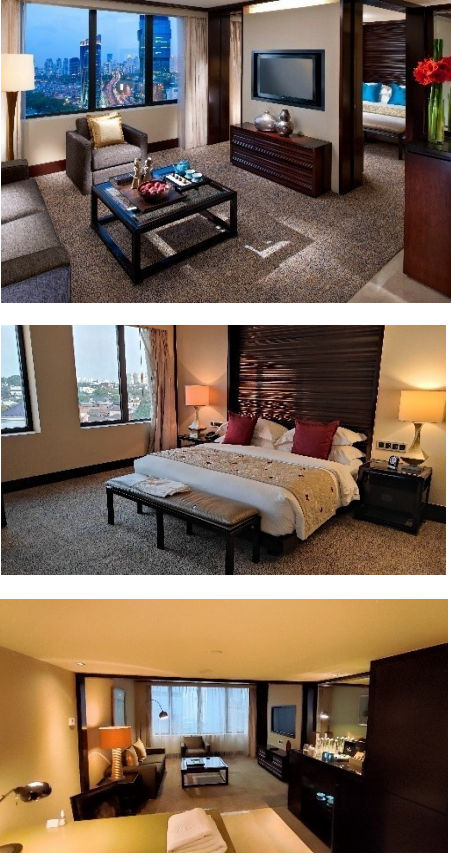


<p>7.</p>	 <p>Figure 2.8. Mandarin Suite</p>	<ul style="list-style-type: none"> a. 200 sqm room size b. Welcome monument view c. Top floor, kitchen, dining room, separate study room and large bathroom d. Walk-in rainforest shower and double vanity e. Room Rates: <ul style="list-style-type: none"> 1) Mandarin Suite without breakfast(Rp80.000.000)
<p>8.</p>	 <p>Figure 2.9 Urban Club Suite</p>	<ul style="list-style-type: none"> a. 64 sqm room size. b. Sudirman and Imam Bonjol street view. c. Club access. d. King bed or twin bed. e. Large bathroom with stand-alone bathtub, walk-in shower and individual vanity area. f. Custom designed furniture with working desk. g. Room Rates: <ul style="list-style-type: none"> 1) Urban Suite without breakfast (Rp4.300.000)

Table 2.2. Facilities in Mandarin Oriental Jakarta

No.	Facilities	Description
1.	 <p>Figure 2.10. Spa</p>	<ul style="list-style-type: none"> a. Open from 9 am until 12 am. b. Offers variety of unique beauty treatments, massages and therapies. c. Located on fifth floor. d. Kindly to book a reservation before.
2.	 <p>Figure 2.11. Swimming Pool</p>	<ul style="list-style-type: none"> a. Pool side café for drinks and snacks. b. Perfect for enjoying the day while viewing the green scenery of the gardens with city skylines view. c. Located on fifth floor.

3.	 <p>Figure 2.12. Fitness Centre</p>	<ul style="list-style-type: none"> a. Open from 6 am to 23:00 pm. b. Offers various of cardio and strength equipment. c. Located on fifth floor.
4.	 <p>Figure 2.13. Lyon Restaurant</p>	<ul style="list-style-type: none"> a. Located on the second floor. b. Lunch open from 11:30 am to 14:30 pm. c. Dinner open from 18:00 to 22:00 d. Serves French famous dishes. e. Bestselling dishes area Lyon Garden Salad and Vol-Au-Vent. f. During pandemic, Lyon offers brunch dining on weekends.
5.	 <p>Figure 2.14. Li Feng Restaurant</p>	<ul style="list-style-type: none"> a. Monday to Friday open from 11:30 to 14:30. b. Saturday and Sunday open from 11:00 to 15:00. c. Dinner open from 18:00 to 22:00 daily. d. Serves deep fried swan dumpling with black pepper duck meat and three dessert platter as the bestselling menu.

6.	 <p>Figure 2.15. Cinnamon Restaurant</p>	<ul style="list-style-type: none"> a. Open daily from 6:00 to 21:00. b. Offers Asian and Western cuisine dining. c. Modern and contemporary interior design. d. Sop Buntut, Nasi Goreng Kampung and Sate Campur are the bestselling menu.
7.	 <p>Figure 2.16. MO Bar</p>	<ul style="list-style-type: none"> a. Serve plenty of cocktails with live music and classy atmosphere. b. Signature cocktails are MO Signature, Twisted Classics and The Curious Bartender. c. During pandemic, MO Bar is temporarily close.
8.	 <p>Figure 2.17. Mandarin Cake Shop</p>	<ul style="list-style-type: none"> a. Open daily from 8:00 to 21:00. b. Offers a delicious pastry, sweets, cakes and chocolates. c. Guests can take away or order their personalized cake. d. Their bestselling cake is American Chocolate.

9.	 <p>Figure 2.18. Function Room</p>	<ul style="list-style-type: none"> a. Offers all type of event. b. 100 sqm area size for Tanjung Rasamala. c. Can accommodate up to 60 people. d. 4 types of meeting room. Esquire, Tanjung, Rasamala and Boardroom.
10.	 <p>Figure 2.19. Ballroom</p>	<ul style="list-style-type: none"> a. Can accommodate up to 600 people. b. 590 sqm area size for the Grand Ballroom. c. Offers all kinds of event. d. 3 types of ballroom. Diponegoro, Imam Bonjol and Thamrin.

Source: <https://www.mandarinoriental.com/>

B. Organizational Structure



Figure 2.20 Organizational Chart of Mandarin Oriental Jakarta

This is the Mandarin Oriental Jakarta organizational structure. All hotel operation does need an organizational structure. for ensuring the daily operation runs effectively and productive. The structure helps to divide every department responsibilities and specify the jobs for every department. The highest position is General Manager which his responsibilities for managing hotel's daily operations, ensuring the hotel to follow all of service standard, guidelines and SOP's. The second position below of General Manager is Hotel Manager. The third position consists of Executive Chef, Director of Rooms, Director of Food & Beverage, Executive Assistant Manager, Financial Controller, Director of Engineering, Director of Sales & Marketing, Director of Colleague Service. Also, Executive Housekeeper is below of Director of Rooms.

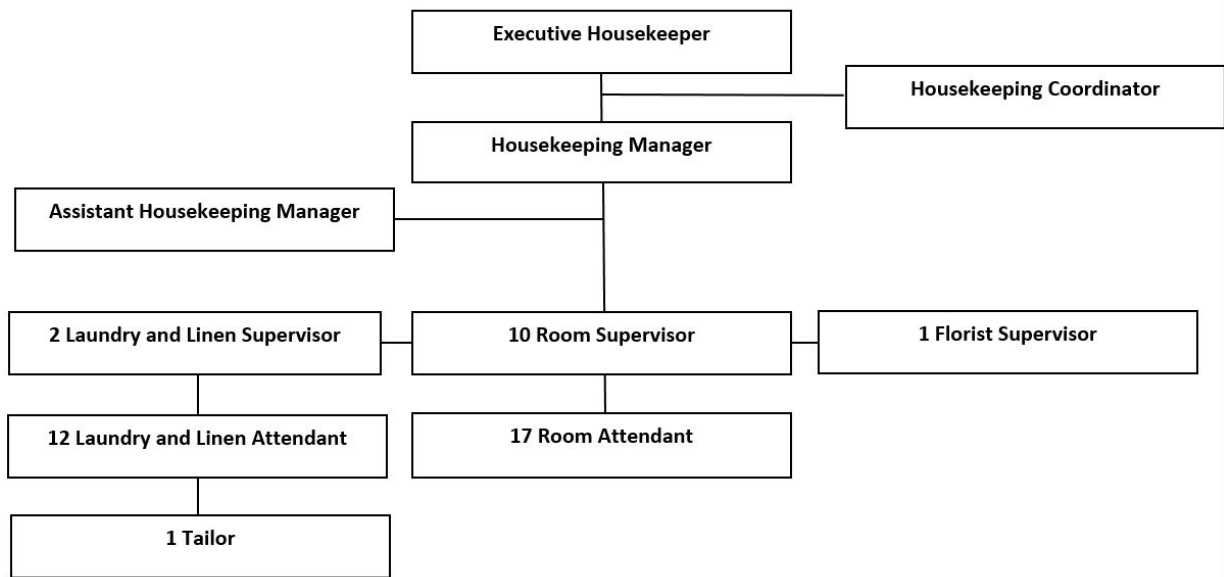


Figure 2.21 Housekeeping Organizational Chart of Mandarin Oriental Jakarta Mandarin Oriental's housekeeping organization structure consists of executive housekeeper, 1 housekeeping assistant manager, 1 housekeeping coordinator, 1 assistant manager, 10 supervisors and 17 room attendants.