

CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History



Figure 2.1 The Ritz – Carlton's logo

The Ritz Carlton logos symbolize elegance, noble bearing and refinement. The lion and crown logo is a combination of the 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 center and also in the 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 to the public by the agreement of President Republic of Indonesia Susilo Bambang Yudhoyono in 2005. The Ritz-Carlton Motto “We are Ladies and Gentlemen Serving Ladies and Gentlemen.” Ritz Carlton Pacific Place has 62 hotel rooms as well as 139 apartment rooms incorporated in the Residences property. In accordance with the provisions that have been determined and seen from the facilities owned, the Ritz Carlton Pacific Place Jakarta is classified in the Five Stars Hotel.

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. Fasilitas

As the author has previously explained, basically the Ritz Carlton Pacific Place is divided into hotels and residences. The number of rooms at Ritz Carlton Pacific Place is 62 hotel rooms and 139 apartment rooms with a choice of 43 Grand Club Rooms, 8 Executive Grand Club Rooms, 7 Mayfair Club Suites, 2 Mayfair Club Spa Suites, 1 The RitzCarlton Suite and 1 Presidential Suite all with access to The RitzCarlton Club Lounge.

Table 2.1. Standard Rooms

Room type	Description
 <p data-bbox="288 1400 740 1435"><i>Figure 2.2 Deluxe Grand Club Room</i></p>	<ul style="list-style-type: none"> ● This room has a room area of 73 square meters with views overlooking the city of Jakarta. ● In the bathroom there is a Bathtub made of marble, and there is a 17-inch LCD TV. ● Guests can also use super-fast internet access, King Bed type mattress made of leather, access to Club Lounge. ● In this room there are also 46-inch TV LEDs, STEREO SET CDs, DVD Players, CABLE TV, and game consoles (upon request).
 <p data-bbox="277 1971 753 2007"><i>Figure 2.3 Executive Grand Club Room</i></p>	<ul style="list-style-type: none"> ● The facilities and service of this type of room are almost similar to those of the Deluxe Grand Club. ● provides luxurious Asprey-branded bath amenities for its guests.




 <p><i>Figure 2.4 Superior Grand Club Room</i></p>	<ul style="list-style-type: none"> ● This room has a room area of 63 square meters. ● The facilities and services provided by this room are exactly the facilities and services provided in the Deluxe Grand Club Room type room.
 <p><i>Figure 2.5 MayfairClub Suites</i></p>	<ul style="list-style-type: none"> ● Is a type of room that belongs to the class of suites type rooms. ● This room has an area of 127 square meters with views overlooking the city of Jakarta and has its own separate family room. ● In this room there is a mattress made of leather that is larger than a King type mattress. ● The facilities and services available in this type of room are similar to those of the Executive Grand Club Room type room. ● This room provides in-room Check-In service as well as transfers to the airport.
 <p><i>Figure 2.6 Mayfair Spa Suites</i></p>	<ul style="list-style-type: none"> ● This room is located on the 21st floor only. ● This room has an area of 127 square meters. ● In this room there is a King type leather mattress and has a Rainforest Shower Head.
	<ul style="list-style-type: none"> ● This room has a room area of 170 square meters and is located on the 23rd floor only.



Figure 2.7 Ritz-Carlton Suites

- This room has 2 bedrooms accompanied by 2 King Size size mattresses.
- This room has a Connecting Room depending on guest requests.
- facilities and services owned by this type of room are similar to those of Mayfair Club Suites type rooms.








Figure 2.8 Presidential Suites

- This room is located on the 25th floor only, with a room area of 340 square meters.
- As well as ritz carlton suites, this room also has 2 bedrooms that each have 2 king size mattresses.
- There are also 2 separate family rooms and a separate dining area.
- In this bathroom there are 2 bathrooms with bathtub made of elegant marble.
- The facilities and services available for this type of room are similar to those of ritz-carlton suites.

Food and Beverage outlets and other facilities at ritz Carlton Pacific Place include:

Table 2.2. Food and Beverage outlets and other facilities

Picture	Description
 <p style="text-align: center;"><i>Figure 2.9 Pasola</i></p>	<ul style="list-style-type: none"> ● Pacific Resto & Lounge is a Coffee House and Lounge located on the 6th floor of the hotel, and has 24-hour operating hours. ● The location is right in front of the elevator area, only to get to the restaurant, then guests must walk to the right to find the buffet area. Pacific Resto provides Buffet, ala carte menu and child's menu.
 <p style="text-align: center;"><i>Figure 2.10 Club Lounge</i></p>	<ul style="list-style-type: none"> ● A lounge located on the 21st floor serving a variety of alcoholic and non-alcoholic beverages along with snacks. ● Club 21 is also used for special breakfast for hotel guests. ● For guests staying in hotel rooms, free access to this area is free.
 <p style="text-align: center;"><i>Figure 2.11 swimming pool</i></p>	<ul style="list-style-type: none"> ● The pool at Ritz-Carlton Pacific Place is located on the 8th floor, adjacent to the Spa and Gym. ● a 26-meter swimming pool with a depth of 1.2 meters is provided for all hotel guests and apartment owners. ● Serves different types of food that can be ordered directly by guests and orders will be received by the kitchen restaurant. The pool is open every: 09:00 to 18:00 (Monday -

	<p>Friday), 8:00 to 09:00 (Saturday & Sunday).</p>
 <p><i>Figure 2.12 Fitness Centre</i></p>	<ul style="list-style-type: none"> ● The Fitness Center is also located on the 8th floor, with direct views over the beautiful swimming pool. ● The Fitness Center is open from 6:00 to 11:00. The gym at Ritz-Carlton Pacific Place has several programs, including: <ol style="list-style-type: none"> 1. Water Yoga Classes 2. Water Taebo Class 3. Open Water Total Stretching Class 4. Personal fitness training program Kids Water Polo with spa treatment. 5. Tai-Chi classes
 <p><i>Figure 2.13 Spa</i></p>	<ul style="list-style-type: none"> ● The spa is located on the 8th floor, with a comfortable and tranquil atmosphere. ● Ritz-Carlton Pacific Place has 8 treatment rooms (6 rooms for men and 2 rooms for women). ● Spa treatments are also provided in the room for guests. Open from 9:00-00:00 and 6:00-11:00 for steam, sauna, jacuzzi and lockers.

A. Organizational Structure

Structure housekeeping organization Ritz Carlton Jakarta Department, Pacific Place. Each company has its structure. Organizational structure can be described as the systematic process of delegating authority and power between employers. The organizational chart includes functions, responsibilities, authorities, relationships, and communications within each department.

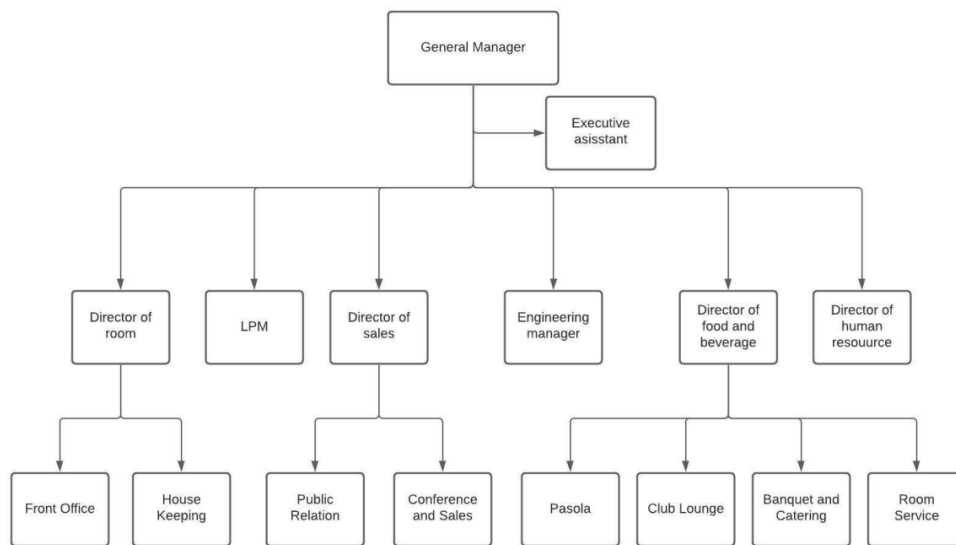


Figure 2.14 Organizational Structure Hotel

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 for 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 Manage

Minimizing the loss of merchandise, money, and important belongings and keeping 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 aspects of maintenance and to coordinate and perform routine checkup maintenance to make sure everything is fine.

6. Director of Food & Beverage

Design variant menus, handling complaints from customers, create rugelach 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 developing 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.

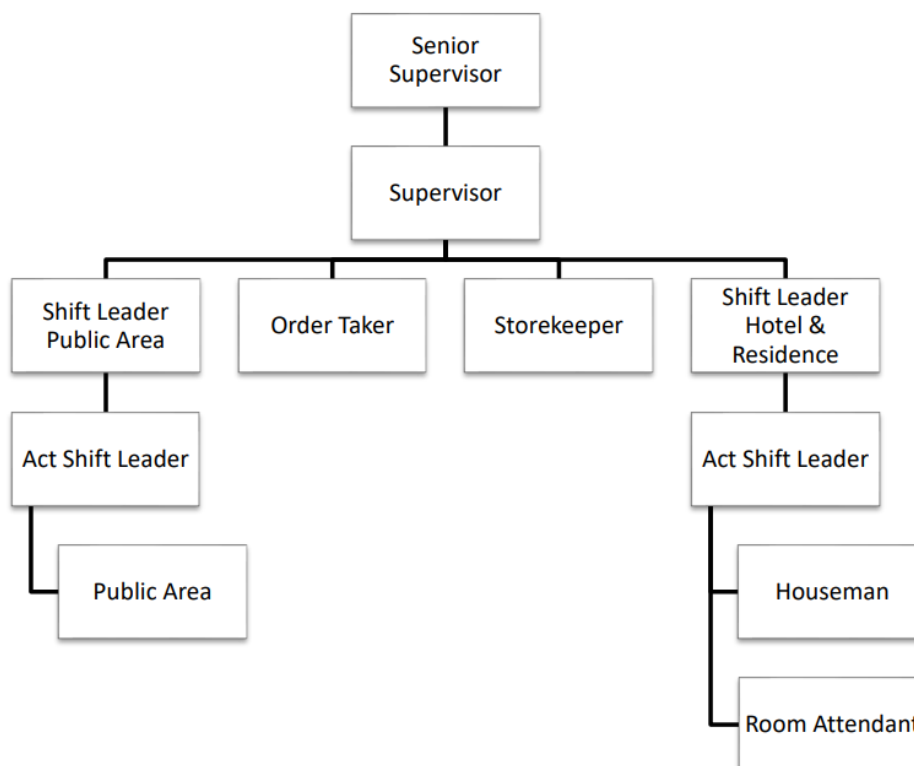


Figure 2.15 Organizational Structure Housekeeping

According to the organization structure above, here is a brief explanation of the sections:

1. Senior Supervisor

Senior Supervisor is tasked with organizing, directing, and managing subordinates in developing, implementing, and maintaining policies and practices for the management of housekeeping departments within hotels. In addition, it is also responsible to the Assistant Director of Room as his superior in carrying out his policies in the housekeeping department.

2. Supervisor

This section is tasked with overseeing the performance of a shift leader and recording inventory/ inventory. Double check the room that has been cleaned by the room attendant and change the status of the room to inspected when the room in the check is ready for sale.

3. Shift Leader

This position is the leading part in a shift in the housekeeping department. Arrange and give directions to the room attendant and check it again, as well as in the public area of the hotel. A leader is responsible for the results of his work and reports everything in the field to the supervisor.

4. Act Shift Leader

Act shift leader has a role to help the task of a leader to manage his subordinates so that the performance obtained is more maximal

5. Public Area

Public area is the part responsible for cleanliness, neatness, and beauty in the hotel area, so that every corner and side of the hotel part both front of the house and back of the house is maintained cleanliness.

6. Houseman's

The Housemen section is tasked with handling all guest needs while in the room, and providing amenities when guests request. In the hotel the writer houseman is responsible for arranging and distributing linens and towels for the room attendant who will do the make up room.

7. Room Attendant

a room attendant is tasked to clean dirty rooms to get clean and can be resold. This section is responsible for doing the makeup room and also turning down service in the afternoon.

8. Order Taker

This section is tasked with handling all forms of administration in the housekeeping department, making housekeeping worksheets both for morning and at turndown, taking care of lost & found goods, making room discrepancy report and in print every 07:00, 13:00, 17:00, 23:00. Order taker is also tasked with receiving incoming calls from other departments and then follow up to the housekeeping department. When the shift ends an order taker must create a record DND room, daily no service report, and evening shift report.

9. Storekeeper

Storekeeper is the part that is tasked with maintaining and arranging the entry and exit of amenities and guest supplies at the hotel, arranging all items that will be distributed to the room attendant or houseman so that it can be run without any shortcomings or advantages. This section is also responsible for the purchasing and receiving section under the finance department.