

CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History

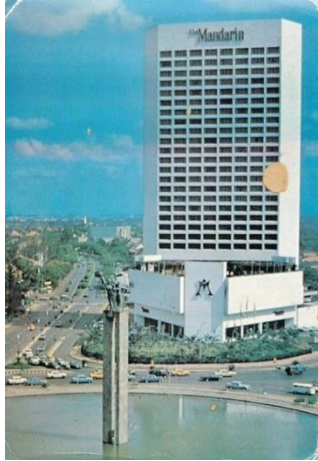


Figure 2.1

Past Mandarin Oriental Jakarta

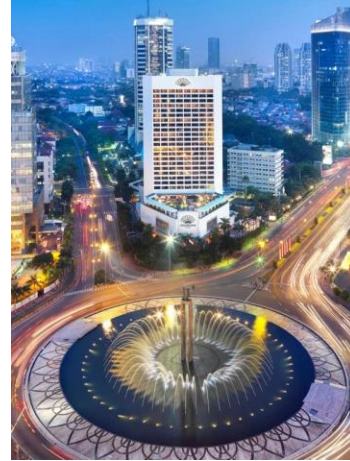


Figure 2.2

Present Mandarin Oriental Jakarta

Mandarin Oriental is one of the luxury hotels in the world with a good quality of service. In 1963, Mandarin Oriental built their first property in Hong Kong with the name The Mandarin. Mandarin Oriental is different from other hotels where is Mandarin Oriental isn't a hotel chain but a Hotel group. In 1974, The Mandarin, Hong Kong built a company Mandarin International Hotel Limited. This group has a purpose to do expansion in the Asian area, therefore in 1974, Mandarin Hong Kong make a collaboration with The Oriental, Bangkok. Both hotels are equally known as hotels that have good service quality. In 1985, Mandarin International Hotel Limited make a new name for both of the hotels is Mandarin Oriental, which is a combination of the names of the two hotels.

In 1978 Mandarin Oriental was built its brand in Indonesia that is in Jakarta. Mandarin Oriental Jakarta is located at Jalan MH Thamrin POBOX 3392, Jakarta 10310, and nearby

welcoming monuments or Indonesian people call it by name “Bundaran HI”. After being established for 29 years on December 23, 2007, Mandarin Oriental Jakarta decided to do a complete renovation. The renovation took approximately 2 years in October 2009, 8 Mandarin Oriental do a grand opening with 272 rooms consisting of 100 rooms superior, 110 rooms deluxe, 56 rooms urban suite, 5 rooms oriental suite, and 1 room mandarin suite.

Mandarin Oriental hotels in various countries have a different logo but the main shape is a fan. The difference is the design of the fan for example in Indonesia, Mandarin Oriental Jakarta fan have a jasmine pattern which is its a traditional and classic flower in Indonesia. The colors of Mandarin Jakarta fan consist of red (celebration, joy, auspicious, the color of and in the orient, life), Black (statement, status, professionalism, dignity), and gold (grandeur, royalty, precious).




Figure 2.3
Mandarin Oriental Jakarta Logo


2. Facilities


A. Room Type

Table 2.1


Rooms in Mandarin Oriental Jakarta

No.	Room Type	Description
1.	 <p data-bbox="508 936 708 1003">Figure 2.4 Superior Room</p>	<p data-bbox="911 562 1273 596">a. The room size is 64 sqm</p> <p data-bbox="911 600 1065 634">b. Benefits</p> <ul style="list-style-type: none"> <li data-bbox="959 638 1409 999">● Travel Again <ul style="list-style-type: none"> <li data-bbox="1052 674 1409 814">- Additional benefits available when you log into or join fans of M.O. <li data-bbox="1052 821 1409 919">- Saving of up to 20% off our best available rates. <li data-bbox="1052 926 1409 999">- Complimentary parking. <li data-bbox="959 1003 1409 1360">● Staycation by M.O <ul style="list-style-type: none"> <li data-bbox="1052 1039 1409 1180">- Additional benefits available when you log in or join fans of M.O <li data-bbox="1052 1186 1409 1220">- Daily breakfast <li data-bbox="1052 1226 1409 1260">- Early check-in <li data-bbox="1052 1266 1409 1299">- Late check-out <li data-bbox="1052 1306 1409 1360">- Daily dining credit of IDR 350,000 <li data-bbox="959 1365 1409 1837">● Club to Your Room <ul style="list-style-type: none"> <li data-bbox="1052 1400 1409 1541">- Additional benefits available when you log into or join fans of M.O <li data-bbox="1052 1547 1409 1581">- In-room breakfast <li data-bbox="1052 1587 1409 1728">- In-room lunch and dinner menu specially prepared by our executive chef <li data-bbox="1052 1734 1409 1789">- Choice of afternoon tea <li data-bbox="1052 1795 1409 1837">- Evening cocktail with

		<p>canapés</p> <ul style="list-style-type: none"> - Three pieces of laundry per day(non-accumulative) <p>c. Room Rate Range</p> <ul style="list-style-type: none"> ● Travel Again: Rp. 2,560,000 ● Staycation by M.O: Rp. 3,200,000 ● Club to Your Room: Rp. 4,700,000
2.	 <p style="text-align: center;">Figure 2.5 Deluxe Room</p>	<p>a. The room size 47 sqm</p> <p>b. Benefit</p> <ul style="list-style-type: none"> ● Travel Again <ul style="list-style-type: none"> - Additional benefits available when you log into or join fans of M.O. - Saving of up to 20% off our best available rates. - Complimentary parking. ● Best Available Rate <ul style="list-style-type: none"> - Additional benefits available when you log into or join fans of M.O - Our best and most flexible rate. For suite guests, complimentary one-way transfer and high speed internet included. ● Staycation by M.O <ul style="list-style-type: none"> - Additional benefits available when you log in or join fans of M.O - Daily breakfast - Early check-in - Late check-out - Daily dining credit of IDR 350,000 ● Bed and Breakfast



		<ul style="list-style-type: none"> - Additional benefits available when you log in to or join fans of M.O. - Full daily breakfast, Served in our restaurant, for up to two people. ● Club to Your Room <ul style="list-style-type: none"> - Additional benefits available when you log into or join fans of M.O - In-room breakfast - In-room lunch and dinner menu specially prepared by our executive chef - Choice of afternoon tea - Evening cocktail with canapés - Three pieces of laundry per day(non-accumulative) <p>c. Room Rate Range</p> <ul style="list-style-type: none"> ● Travel Again: Rp. 1,920,000 ● Best Available Rate: Rp. 2,400,000 ● Staycation by M.O: Rp. 2,400,000 ● Bed and Breakfast: Rp. 2,750,000 ● Club to Your Room: Rp. 3,900,000
3.	 <p style="text-align: center;">Figure 2.6 Urban Club Suite</p>	<p>a. The room size is 64 sqm.</p> <p>b. Benefits</p> <ul style="list-style-type: none"> ● Sudiman & Iman Bonjol views ● Separated bedroom and living area ● Complimentary fruit ● Lucky Door-prize Mini-Cooper




		<p>c. Room Rate is</p> <ul style="list-style-type: none"> ● Urban Suite Monument view: Rp. 2.644.629. ● Urban Suite: Rp. 2.888.000. ● Urban Club Suite: Rp. 4.300.000. ● Urban club Suite Monument View: Rp. 4.550.000.
<p>4.</p>	<div data-bbox="391 594 846 898" data-label="Image"> </div> <p data-bbox="516 972 699 1041" style="text-align: center;"> Figure 2.7 Oriental Suite </p>	<p>a. The room size is 95 sqm</p> <p>b. Benefits</p> <ul style="list-style-type: none"> ● Travel Again <ul style="list-style-type: none"> - Additional benefits available when you log into or join fans of M.O. - Saving of up to 20% off our best available rates. - Complimentary parking ● MINI: Stay and Win <ul style="list-style-type: none"> - Daily Breakfast for 2 adults and 2 children - Coupon to participate raffle to win one MINI Cooper - Exclusive MINI Cooper Souvenir ● Club to Your Room <ul style="list-style-type: none"> - Additional benefits available when you log into or join fans of M.O - In-room breakfast - In-room lunch and dinner menu specially prepared by our executive chef - Choice of afternoon tea - Evening cocktail with canapés - Three pieces of laundry per day(non-accumulative) <p>c. Room rate Range</p>

		<ul style="list-style-type: none"> ● Travel Again: Rp. 5,360,000 ● MINI: Stay and Win: Rp. 5,888,000 ● Club to Your Room: Rp. 8,200,000
5.	 <p style="text-align: center;">Figure 2.8 Mandarin Suite</p>	<p>a. The room size is 200 sqm</p> <p>b. Benefits</p> <ul style="list-style-type: none"> ● MINI: Stay and Win <ul style="list-style-type: none"> - Daily Breakfast for 2 adults and 2 children - Coupon to participate raffle to win one MINI Cooper - Exclusive MINI Cooper Souvenir ● Club to Your Room <ul style="list-style-type: none"> - Additional benefits available when you log into or join fans of M.O - In-room breakfast - In-room lunch and dinner menu specially prepared by our executive chef - Choice of afternoon tea - Evening cocktail with canapés - Three pieces of laundry per day(non-accumulative) <p>c. Room rate range</p> <ul style="list-style-type: none"> ● MINI: Stay and Win: Rp. 75,888,000 ● Club to Your Room: Rp. 84,940,000

B. Restaurant

Table 2.2
Food and Beverage outlets

No.	Food and Beverage outlets	Description
1.	 <p data-bbox="500 783 634 852">Figure 2.9 <i>Lyon</i></p>	<ul style="list-style-type: none"> • Location: 2nd floor • Seating capacities: 56 seats • Opening hours: 12:00 AM – 08:00 PM • Lyon is a restaurant that served French food by using fresh and seasonal ingredients so can create excellent taste. There are recommended menu in Lyon such as <ul style="list-style-type: none"> - Lyon garden salad with seasonal vegetables that are served with hummus, tzatziki, and kaffir lime dressing. - Vol-au-Vent is Chicken fricassee, wild mushrooms, and puff pastry.
2.	 <p data-bbox="492 1503 643 1572">Figure 2.10 <i>Li Feng</i></p>	<ul style="list-style-type: none"> • Location: 2nd floor • Opening hours : <ul style="list-style-type: none"> ○ Monday –Friday <ul style="list-style-type: none"> - Lunch: 11:30 AM – 02:30 PM. - Dinner: 05:00 PM – 08:00 PM ○ Saturday – Sunday <ul style="list-style-type: none"> - Lunch: 11:00 Am – 03:00 PM - Dinner: 05:00 PM – 08:00 PM • Li Feng is a restaurant that served interesting food with Chinese taste. Li Feng corporate with Chef Fei from the Michelin-starred Jiang at Mandarin Oriental to create excellent taste. There are recommended menus in Li Feng




		<ul style="list-style-type: none"> - Deep-Fried Swan Dumpling with Black Pepper Duck Meat.
3.	 <p style="text-align: center;">Figure 2.11 <i>Cinnamon</i></p>	<ul style="list-style-type: none"> • Location : Lobby Floor • Seating capacities : 62 seats • Opening hours : <ul style="list-style-type: none"> ○ Open 06.00 until 08.00 (Monday – Sunday) • Cinnamon is a restaurant with authentic Asian fare and international dishes with the talented chef so can create an excellent taste. There are recommended menus in cinnamon. <ul style="list-style-type: none"> - Sop buntut - Sate campur - Nasi goreng kampoeng
4.	 <p style="text-align: center;">Figure 2.12 <i>MO Bar</i></p>	<ul style="list-style-type: none"> • Location: 2nd floor • Opening hours <ul style="list-style-type: none"> - Monday until Saturday 05:00 PM – 01:00 AM - Sunday and Public Holiday 05:00 PM – 12:00 AM • Mo Bar is a bar that served an excellent cocktail combined with music and a sophisticated ambience.
5.	 <p style="text-align: center;">Figure 2.3 <i>Azure</i></p>	<ul style="list-style-type: none"> • Location: 5th floor • Seating capacities:30 seats • Opening hours: <ul style="list-style-type: none"> - Daily: 06:00 AM – 07:00 PM (service by in room dinning). - Warung: 09:30 AM – 07:00 PM (Saturday, Sunday and Public Holiday). • Azure is a restaurant on the poolside with a beautiful pool view

		<p>and excellent service and friendly can create a comfortable ambience. There are recommended menus in azure.</p> <ul style="list-style-type: none"> - Frozen in Azure is drink from rum, guava, mint and lychee. - Our philly cheese steak
6.	 <p style="text-align: center;">Figure 2.14 The Mandarin Cake Shop</p>	<ul style="list-style-type: none"> • Location: Lobby floor next to Cinnamon • Opening Hours: 08:00 AM – 08:00 PM • The Mandarin Cake Shop serves a delicious cake with high-quality ingredient. There are recommended menus in The Mandarin Cake Shop. <ul style="list-style-type: none"> - American Chocolate Cake - Lapis Legit - The Mandarin Oriental Chocolate Bars - Signature Praline

C. Fitness and wellness

Table 2.3

Fitness and wellness

No.	Fitness and wellnees	Description
1.	 <p data-bbox="542 789 753 856">Figure 2.15 Swimming Pool</p>	<ul style="list-style-type: none"> • Location: 5th floor • Opening hours: 12:00 AM – 08:00 PM • The maximum capacity of the swimming pool is ten (10) persons. The guest has to make a reservation before swimming.
2.	 <p data-bbox="570 1203 724 1272">Figure 2.16 SPA</p>	<ul style="list-style-type: none"> • Location: 5th floor • In the pandemic situation, the Spa is still closed. The mandarin oriental has 4 rooms for the spa.
3.	 <p data-bbox="553 1581 740 1646">Figure 2.17 Fitness Center</p>	<ul style="list-style-type: none"> • Location : 5th floor • Opening hours : 07:00 AM – 08:00 PM • The maximum capacity of the Fitness is eight (8) persons. The guest has to make a reservation before.

D. Meeting Room / Ballroom

Table 2.4
Meeting Room / Ballroom

No	Meeting Room / Ballroom	Description
1.	 <p data-bbox="557 879 737 947">Figure 2.18 The Ballroom</p>	<ul style="list-style-type: none"> • Location: 3rd floor • Size: 590 sqm
2.	 <p data-bbox="526 1327 768 1394">Figure 2.19 Diponegoro Room</p>	<ul style="list-style-type: none"> • Location: 3rd floor • Size: 217 sqm
3.	 <p data-bbox="516 1738 776 1806">Figure 2.20 Imam Bonjol Room</p>	<ul style="list-style-type: none"> • Location: 3rd floor • Size: 200 sqm
4.		<ul style="list-style-type: none"> • Location: 3rd floor

	 <p style="text-align: center;">Figure 2.21 Thamrin Room</p>	<ul style="list-style-type: none"> • Size: 217 sqm
5.	 <p style="text-align: center;">Figure 2.22 Tanjung Room</p>	<ul style="list-style-type: none"> • Location: 3rd floor • Size: 50 sqm
6.	 <p style="text-align: center;">Figure 2.23 Rasamala Room</p>	<ul style="list-style-type: none"> • Location: 3rd floor • Size: 50 sqm
7.	 <p style="text-align: center;">Figure 2.24 The Esquire Room</p>	<ul style="list-style-type: none"> • Location: 3rd floor • Size: 85 sqm

8.




Figure 2.25
The Boardroom

- Location: 3rd floor
- Size: 78 sqm

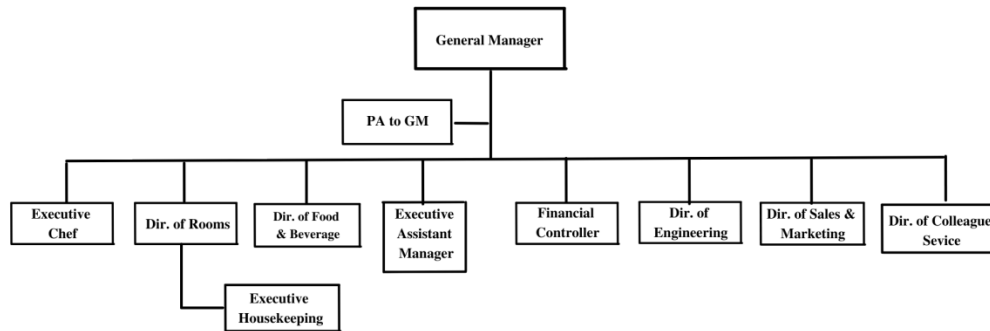
E. Guest Service

Table 2.5
Guest Service

No.	Guest Service	Description
1.	 <p data-bbox="542 789 751 856">Figure 2.26 Business Center</p>	<ul style="list-style-type: none"> • Location: 6th floor • Mandarin Oriental provides facilities for guests who need a meeting room. In the business, the center has two-room, one room has the capability for 5 people and one room has the capability for 10 people.
2.	 <p data-bbox="561 1136 732 1203">Figure 2.27 Club Lounge</p>	<ul style="list-style-type: none"> • Location: 21th floor • A club lounge in the situation before the pandemic is a place for serving the VIP guest in the check-in or check out and also for breakfast, afternoon tea for suits guest. In the pandemic situation club lounge is used for guest repatriation for check-in and check-out.

B. Organizational Structure

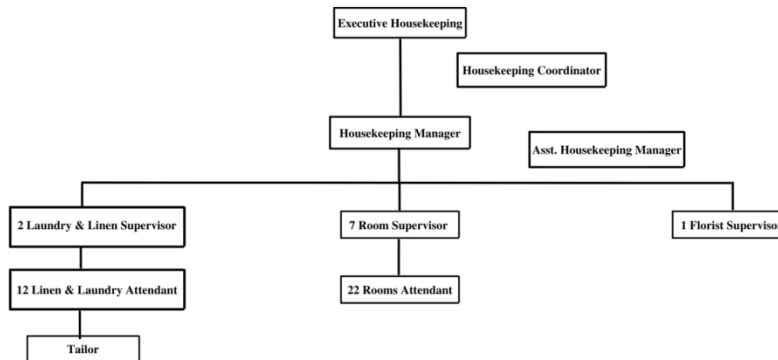
The following is the organizational structure of the Mandarin Oriental Jakarta:



Figures 2.28

Organizational Charts of Mandarin Oriental Jakarta

The following is the Housekeeping Department structure of Mandarin Oriental Jakarta:



Figures 2.29

Organizational Charts of Housekeeping Department

1. Executive Housekeeping

Executive housekeeping is the highest position in the housekeeping department. The following is the task of the executive housekeeping:

- a. Cooperate with front office department to get expected arrival list, expected departure list, VIP in house, or data of the guests.
- b. Make a work program plan in the housekeeping department.
- c. Coordinated and supervise the performance of the housekeeping staff.
- d. Responsible for the purchasing of necessary items such as amenities, chemicals, and others.
- e. Giving training about proper work guide for the housekeeping staff.

2. Housekeeping Manager

A housekeeping manager is a person who has the responsibility to manage housekeeping teams such as in public areas, rooms, offices, and laundry. The following is the task of he housekeeping manager:

- a. Make plans, work schedules, and divide work for the housekeeping team
- b. Supervise the performance of the housekeeping teams
- c. Ensure all of the housekeeping teams follow the right standard operational procedure.
- d. Giving direction, and training to the housekeeping teams.

3. Assistant Housekeeping Manager

Assistant housekeeping manager is a person that has the responsibility to help the executive housekeeping. The following is the task of the Ass. Housekeeping manager:

- a. Manage the status of the rooms such as occupied, vacant dirty, vacant clean, and inspect.
- b. Manage the material use and cleaning tools.
- c. Request the purchase of cleaning materials and tools.
- d. Make a schedule for the staff.
- e. Coordinated and supervise the performance of the housekeeping staff.

4. Supervisor.

A supervisor is a person who has the responsibility to make sure all the work of his subordinates is clean and tidy. The following is the task of the supervisor:

- a. Coordinate and supervise the performance of the housekeeping staff such as room attendants, laundry attendants, and public area attendants.
- b. Lead the daily briefing every morning.
- c. Checking the work of his subordinates.
- d. Updating room status .
- e. Releasing room for sales.
- f. Monitoring the necessary material and equipment.
- g. Make a damage report.

5. Room Attendant

A room attendant in the general is a person that has the responsibility to clean the guest room and ensure the guest room is tidy and comfortable. The following is the task of the room attendant:

- a. Checking and noting room status in the worksheet.
- b. Preparing trolley and all necessary equipment for cleaning room.
- c. Cleaning the guest room starting from the bedroom until the bathroom.
- d. Make a report about lost and damage in the guest room to the supervisor.
- e. Cleaning the trolley after use.

6. Public Area Attendant

A public area attendant is a person who has the responsibility for maintaining and cleaning the public area in the hotel. The following is the task of the room attendant:

- a. Cleaning up the general area in the hotel such as the lobby.
- b. Make a lost and damage report to the supervisor.

7. Laundry Attendant

A laundry attendant is a person who has a responsibility to wash all necessary items such as linen and wash all guest laundry. The following is the task of the laundry attendant:

- a. Washing all necessary items such as linen, pillowcase, and others.
- b. Accepting guest requests to wash their clothes.
- c. Take out the guest laundry from the guest room.
- d. Deliver the guest laundry from the guest room.
- e. Record all damage from items such as linen or guest laundry.

8. Tailor

A tailor is a person in charge of sewing or repairing guest clothes, linen or uniforms that are damaged.

9. Florist

A florist is a person who has a responsibility to make a flower arrangement for the event or the guest room.