

CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History

The Westin Jakarta hotel is one of the five-star hotels under the Starwood Hotels & Resorts Worldwide, Inc. In 2015, Marriott International, Inc. and Starwood Hotels & Resorts Worldwide, Inc. are planning to merge their property to create the largest hotel company around the world. In 2016, shareholders of both companies approved proposals which outlined plans for Marriott to acquire Starwood. In September of 2016, the journey towards integration of Starwood into Marriott already began.

The Westin Hotel was built in 1930 after Severt Thurtson and Frank Dupar decided to merge their two hotels into Western Hotels, Inc. At first, the Hotel Western operated seventeen hotels. When the Western Hotel outside the United States was built in 1963, the company changed its name to Western International Hotel. The name Western was later changed to Westin when the company merged with United Airlines, Inc. in 1980 to celebrate the hotel's 50th anniversary.

The Westin Jakarta Hotel itself started operating on 26 August 2016 which is located on the top 20th floor of the tallest building in Indonesia, Gama Tower Building located in Kuningan, South Jakarta. Owned by PT Wahana Nusantara which is part of Gama Corporation, The Westin Jakarta occupies 19 floors starting from the 50th 69th floors with an additional ground floor for the ballroom and the 1st floor for functions rooms.

Designed by Hirsch Bedner Associates (HBA), one of the world's leading hospitality interior design firms, The Westin Jakarta's interiors are inspired by natural and organic shapes and textures and interpreted in dynamic

shapes and materials throughout the hotel. Illustrated through chandeliers and artwork, the hotel’s contemporary design also features special elements including traditional Indonesian motifs such as the Ikat pattern in a metal frame.






Figure 2.1 The Westin Jakarta Hotel Logo



2. Facilities

During stay in The Westin Jakarta, guests can use the luxury facilities that The Westin Jakarta hotel has to offer. Below are the facilities that The Westin Jakarta offers:

Table 2.1 Rooms in The Westin Jakarta Hotel

No.	Room Type	Description
1.	 <p data-bbox="496 1509 813 1541">Figure 2.2 Westin Room</p>	<ul style="list-style-type: none"> a. Room size: 48 sqm b. A sweep of the city view welcomes guests with the spirit of Jakarta from Westin Rooms. Some facilities in the room such as walking closet, safety box, iron and iron board, alarm clock, illy coffee machine, complimentary wi-fi, minibar, work desk with white leather office chair, and 55 inch smart TV. c. Room Rate Range: Rp. 3.011.932

<p>2.</p>	 <p>Figure 2.3 Westin Club Room</p>	<ul style="list-style-type: none"> a. Room Size: 48 sqm b. A sweep of the city view welcomes guests with the spirit of Jakarta from Club Rooms. Some facilities in the room such as walking closet, safety box, iron and iron board, alarm clock, illy coffee machine, complimentary wi-fi, minibar, work desk with white leather office chair, and 55 inch smart TV and exclusive access to the Westin Club Lounge. c. Room Rate Range: Rp. 3.486.252
<p>3.</p>	 <p>Figure 2.4 Premium Room</p>	<ul style="list-style-type: none"> a. Room size: 68 sqm b. Premium rooms boast corner locations featuring wall-to-wall windows in both the sleeping area and marble bathroom showcasing dramatic views of Jakarta skyline. Some facilities in the room such as living area, walking closet, safety box, iron and iron board, alarm clock, illy coffee machine, complimentary wi-fi, minibar, work desk with white leather office chair, and 55 inch smart TV and exclusive access to the Westin Club Lounge. c. Room Rate Range: Rp. 3.723.412

<p>4.</p>	 <p>Figure 2.5 Renewal Room</p>	<ul style="list-style-type: none"> a. Room size: 68 sqm b. A sweep of the city view welcomes guests with the spirit of Jakarta from Renewal Rooms. Some facilities in the room such as living area, walking closet, safety box, iron and iron board, alarm clock, illy coffee machine, complimentary wi-fi, minibar, work desk with white leather office chair, and 55 inch smart TV and access to the Westin Club Lounge. c. Room Rate Range: Rp.3.960.00
<p>5.</p>	 <p>Figure 2.6 Executive Suite</p>	<ul style="list-style-type: none"> a. Room size: 94 sqm b. Located on the hotel's upper floors, Executive Suite reveals panoramic views that color serene space in powder blue at sunrise to indigo at dusk. Some facilities in the room such as living area, walking closet, safety box, iron and iron board, alarm clock, illy coffee machine, complimentary wi-fi, minibar, work desk with white leather office chair, and 55 inch smart TV and exclusive access to the Westin Club Lounge. c. Room Rate Range: Rp. 4.646.000

<p>6.</p>	 <p>Figure 2.7 Westin Suite</p>	<p>a. Room size: 166 sqm</p> <p>b. Locations at the corner, the suite offers extended sight lines from the hotel's 66th floor. Some facilities in the room such as separated living room, separated dining room, walking closet, safety box, iron and iron board, alarm clock, illy coffee machine, complimentary wi-fi, minibar, pantry area, work desk with white leather office chair, and 55 inch smart TV and exclusive access to the Westin Club Lounge.</p> <p>c. Room Rate Range: Rp. 27.878.000</p>
<p>7.</p>	 <p>Figure 2.8 Presidential Suite</p>	<p>a. Room size: 270 sqm</p> <p>b. Located atop the 66th floor, Presidential Suite overlooks Jakarta through wall-to-wall windows. Some facilities in the room such as separated living room, separated dining room, walking closet, safety box, iron and iron board, alarm clock, illy coffee machine, complimentary wi-fi, minibar, microwave, pantry area, work desk with white leather office chair, and 55 inch smart TV and exclusive access to the Westin Club Lounge.</p> <p>c. Room Rate Range: Rp. 80.000.000</p>

Table 2.2 Food and Beverage outlets




No.	Food and Beverage outlets	Description
1.	 <p data-bbox="483 632 829 667">Figure 2.9 Seasonal Tastes</p>	<ul style="list-style-type: none"> ● Location: 51st floor ● Seating capacities: 230 chairs ● Opening hours: <ul style="list-style-type: none"> ○ Breakfast (06.00 – 10.00) ○ Lunch (12.00 – 15.00) ○ Dinner (18.00 – 21.00) ● Offers five live cooking stations which are Western, Japanese, Indian, Indonesia, and Asian
2.	 <p data-bbox="407 1129 906 1165">Figure 2.10 Henshin Restaurant & Bar</p>	<ul style="list-style-type: none"> ● Location: 67th - 69th floor ● Seating capacities: 85 chairs (level 67), 60 chairs (level 68), 26 chairs (level 69) ● Opening hours : <ul style="list-style-type: none"> ○ Open 16.00 until 23.00 (Henshin Nikkei Dining Restaurant & Private Room) ○ Open 17.00 until 00.00 (Henshin H Lounge) ● Serves Nikkei cuisine of Japanese and Peruvian combination flavors.
3.	 <p data-bbox="496 1688 816 1724">Figure 2.11 Daily Treats</p>	<ul style="list-style-type: none"> ● Location : 52nd floor ● Seating capacities : 47 chairs ● Opening hours : <ul style="list-style-type: none"> ○ Open 09.00 until 21.00 (Monday – Sunday) ● Serves freshly baked cakes, pastries and breads, and coffee or tea

Table 2.3 Meetings and Event








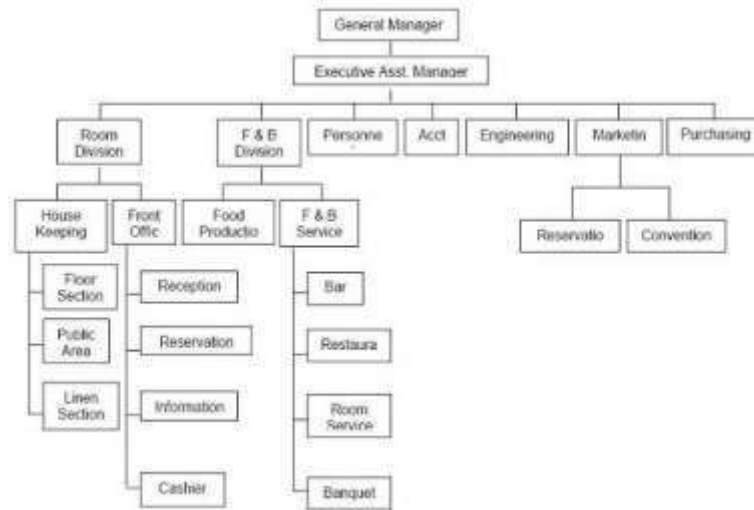
No.	Meeting and Events	Description
1.	 <p data-bbox="483 674 829 705">Figure 2.12 Java Ballroom</p>	<p data-bbox="935 422 1398 632">Located on the ground floor, Java Ballroom at The Westin Jakarta is suitable for large-scale events up to 1,500 guests. The ballroom is divided into East and West Java Ballrooms.</p>
2.	 <p data-bbox="483 982 829 1014">Figure 2.13 Retreat Lounge</p>	<p data-bbox="935 730 1398 940">Located on the first floor of the hotel, Retreat Lounge at The Westin Jakarta offers a chic and modern private venue embellished with natural light during the daytime and an elegant atmosphere at night.</p>
3.	 <p data-bbox="475 1293 842 1325">Figure 2.14 Functions Room</p>	<p data-bbox="935 1031 1409 1241">Located on the first floor, The Westin Jakarta provides 6 meeting spaces ideal for smaller capacities up to 150 guests. Features distinct pre-function and floor-to-ceiling window for natural light and radiant event.</p>
4.	 <p data-bbox="537 1612 779 1644">Figure 2.15 Wayra</p>	<p data-bbox="935 1339 1398 1623">Located on the highest venue in Indonesia, Wayra at The Westin Jakarta elevates guest corporate treats or private events for up to 150 guests with a scenic view of Jakarta's skyline slated on the 67th floor with indoor and outdoor rooftop terrace.</p>

Table 2.4 Spa and Fitness

No.	Spa and Fitness	Description
1.	 <p data-bbox="483 751 829 783">Figure 2.16 Heavenly Spa</p>	<p data-bbox="930 422 1409 632">Located on the 50th floor, Heavenly Spa by Westin is a light-filled and invigorating oasis offering showcasing the spectacular Jakarta Skyline. Heavenly Spa opens from 10 AM until 7 PM.</p>
2.	 <p data-bbox="483 1123 829 1155">Figure 2.17 Westin Workout</p>	<p data-bbox="930 793 1382 1003">Located on the 50th floor, the WestinWORKOUT Fitness Studio offers exhilarating city views from floor-to ceiling windows. Westin Workout opens from 6 AM until 9 PM.</p>
3.	 <p data-bbox="483 1495 829 1524">Figure 2.18 Indoor Swimming Pool</p>	<p data-bbox="930 1165 1409 1339">Located on the 50th floor, Indoor Swimming Pool offers a showcasing of the spectacular Jakarta Skyline. Swimming pool opens from 7 AM until 9 PM.</p>

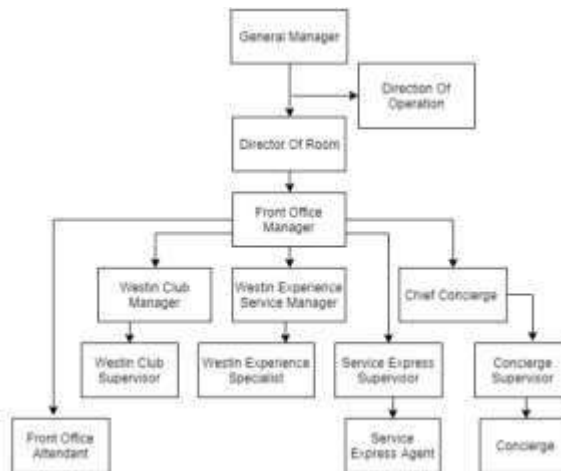
B. Organizational Structure

Below is the organizational chart of The Westin Jakarta



Figures 2.19 Organizational Charts of Hotel Management

Furthermore, each department of the hotel needs to have organizational structures to make sure every detail in the department is supervised. Below is the organizational structure of the Front Office Department.



Figures 2.20 Organizational Charts of Front Office Department