

CHAPTER II

COMPANY OVERVIEW

1. Brief History of the Company

The Ritz-Carlton Pacific Place hotel is one of the Marriott hotel chains. A hotel chain or what is commonly called a group of affiliated hotels means a company that has hotel partnerships with ownership and management relationships with other companies. Chand hotels are divided into four types, Referral Group, Parent Company, Franchise, and Management Contract. Referral Group is a form of individual cooperation that supports each other with a common goal. Parent Company is a form of cooperation that has a parent company and several subsidiary companies under the same name. Franchise is a form of cooperation between an individual or a company that purchases the license authority. Management Contract is a form of cooperation that does not run a hotel that is owned by themselves but rather hires other people or management. Some of the international hotel chains are Hyatt, Marriott, Accor, Four Seasons, etc.

Regarding the Ritz-Carlton history, it is part of the Marriott Group, which was founded by J. Willard Marriott. In addition, this hotel was founded by Albert Keller as a franchisee purchaser of the Marriott brand. Beginning in the 1900s, the Ritz-Carlton was known in places such as Boston, Philadelphia, Pittsburgh, Atlantic City, and Boca Raton. In just 2 years, he managed to establish five hotels such as The Ritz-Carlton, Buckhead, The Ritz-Carlton, Atlanta, The Ritz-Carlton Laguna Niguel, and The Ritz-Carlton, Naples. Then followed by the entry of the first hotel in Asia, The Ritz-Carlton, Hong Kong. This brand continues to experience significant development so that it attracts attention in the hospitality industry to become an inspiration. The brand statement of The

Ritz Carlton is a place where the genuine care and comfort of their guest is their highest mission.

Motto The Ritz-Carlton

“We Are Ladies and Gentlemen Serving Ladies and Gentlemen.”

It means all ladies and gentlemen that has opportunity to work in Ritz Carlton must provide the services as the employee also want to be treated.

Table 1.1 Company Internship Period

Hotel	Department	Period	Position
The Ritz-Carlton Pacific Place	Club Lounge	24 July 2023 - 23 January 2024	Trainee

(Source, 2023)

a. Vision and Mission

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. Logo





Figure 2 1 The Ritz-Carlton Hotel Logo

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

The Ritz Carlton logo was made by Cesar Ritz and symbolize elegance. It's a combination of the British Royal seal for the crown and financial backer for the lion.

3. Facilities



No.	Room Type	Description
1.	 <p data-bbox="472 647 911 674">Figure 2.2 The Ritz-Carlton ClubLounge</p>	<p data-bbox="983 331 1445 405">a. Hotel provides some moment for hotel guest such as</p> <ul style="list-style-type: none"> <li data-bbox="1139 443 1517 645">o Elegant Moments: Guests have opportunities to experience the brewing savis tea process. <li data-bbox="1129 680 1517 882">o Sublime Afternoon Tea: For guests enjoy afternoon tea and can have experience to make their own brew coffee. <li data-bbox="1129 913 1517 1205">o Curated Cocktail Experiences: To enjoying cocktail A Cordial Goodnight: Hotel serves Chocolate Bajigur as a native West Java beverage.
2.	 <p data-bbox="576 1536 823 1563">Figure 2.3 Guest Room</p>	<p data-bbox="983 1223 1453 1296">a. The room is 775 square feet/72 sqm.</p> <p data-bbox="983 1305 1166 1332">b. City View</p>

3.	 <p data-bbox="544 510 884 544">Figure 2.4 Largest Guest Room</p>	<p data-bbox="983 181 1390 264">a. The room size is 893 square feet/78sqm</p> <p data-bbox="983 286 1158 320">b. City View</p>
5.	 <p data-bbox="587 891 834 925">Figure 2.5 Suite Room</p>	<p data-bbox="983 553 1501 636">a. The room size is 862 square feet/81sqm</p> <p data-bbox="983 658 1198 692">b. Skyline View</p>
6.	 <p data-bbox="544 1272 855 1328">Figure 2.6 Ritz-Carlton Suite Room</p>	<p data-bbox="983 934 1414 1016">a. The room size is 1830 square feet/171sqm</p> <p data-bbox="983 1016 1158 1050">b. City View</p> <p data-bbox="983 1061 1254 1095">c. Room Rate Range</p> <p data-bbox="983 1095 1386 1128">c. Additional rooms for guest</p>
7.	 <p data-bbox="560 1675 863 1700">Figure 2.7 Executive Room</p>	<p data-bbox="983 1337 1414 1420">a. The room size is 1.432 square feet/134sqm</p> <p data-bbox="983 1420 1198 1453">b. Skyline View</p> <p data-bbox="983 1464 1275 1498">d. Room Rate Range</p>

Table 1.2. Facilities Ritz-Carlton Pacific Place

Source: The Ritz-Carlton

Table 1.3 Food and Beverage outlets

No.	Food and Beverage outlets	Description
1.	 <p data-bbox="544 696 919 730">Figure 2.8 Pasola Restaurant</p>	<ul style="list-style-type: none"> • Location: 6th floor • Seating capacities: 8-50 guest • Opening hours: <ul style="list-style-type: none"> o Breakfast (06.30-10.00) o Lunch (12.00 – 15.30) o Sunday Brunch (12.00-15.30) o Dinner (18.00 – 22.00) o PASOLA Lounge (07.00-22.00) • A perfect place for business or refreshing after a busy day. Offers small snack plates to share, colorfully-styled desserts, cocktails and a full wine menu.
2.	 <p data-bbox="517 1236 858 1270">Figure 2.9 Swimming Pool</p>	<ul style="list-style-type: none"> • Location: On the 8th floor of Ritz-Carlton Pacific Place • Operational Hour Monday-Friday: 09:00-18:00 Saturday & Sunday: 08:00-09:00 • Depth of 1,2 meters
3.		<ul style="list-style-type: none"> • Location: On the 8th floor of Ritz-Carlton Pacific Place • 8 treatment rooms (6 rooms for men and 2 rooms for women).


		<ul style="list-style-type: none"> • Operational Hour: • Monday-Friday: 09:00-00:00 Saturday & Sunday: 06:00-11:00
4.		<ul style="list-style-type: none"> • Location: On the 8th floor of Ritz-Carlton Pacific Place • Pool View • Operational Hour: 06:00-11:00 • Fitness program: <ul style="list-style-type: none"> -Water Yoga Classes -Tai-Chi Classes -Water Taebo Classes -Open Water Taebo Classes -Personal Training fitness program

Figure 2.10 Spa

Figure 2.11 Fitness Centre

Source: The Ritz-Carlton

4. Organizational Chart



Figure 2.12 Organizational Chart of The Ritz-Carlton Hotel Management

(Source: The Ritz-Carlton Pacific Place)

Here are the duties and responsibilities of Ritz-Carlton Pacific Place employees.

1. General Manager

General Manager is responsible for organizing all staff in the hotel, for example, hotel food service, room service, marketing, budgeting, and bar service.

2. Hotel Manager

Hotel Manager is responsible for make sure all hotel facilities are operational well in a day basis, handle VIP hotel guest, controlling the service to keep run smoothly and resolve problem at hotel.

3. Director of Food and Beverage

Director of Food and Beverage is responsible for making a plan for the F&B department, managing daily operations for F&B outlets, quality control, analyzing financial performance.

4. Director of Finance

Director of Finance is responsible for making a financial plan, budget, forecast, and the business objectives and strategies for the hotel.

5. Executive Chef

Executive Chef is responsible for develops recipes and menus, evaluates the quality of foods, and manage food costing and inventory at kitchen hotel.

6. Director of Human Resources

Director of Human Resources is responsible to recruitment and staffing, analyzing employee performance, creating strategies to enhance employee management.

7. Engineering Manager

Engineering Manager is responsible for maintaining and repairing all the hotel's physical infrastructure, including public areas, rooms, mechanical system, and equipment.

Here are the duties and responsibilities of the Club Service Department in The Ritz-Carlton Pacific Place.

1. Club Service Manager: managing overall operations in the club service hotel.
2. Supervisor: assist manager responsible for guest service, reservation, or concierge services and handling guest reservations and managing room availability.
3. Front Desk Agents: handling check-in and check-outs, and inquiries.
4. Reservations Agents: handling guest reservations and managing room availability.
5. Concierge Supervisor: oversees concierge services.
6. Concierge Staff: providing assistance to guests regarding local attractions, transportation, and other services.
7. Bell Captain: manages the bell desk.
8. Bellhops/Porter: assisting guests with their luggage and providing other services.
9. Night Manager: responsible for overnight operations of the front office department, supervising audit staff.
10. Night Audit Staff: handle accounting and auditing during the night shift.