

## CHAPTER II

### GENERAL DESCRIPTION

#### 2.1 Hotel's Profile

##### 2.1.1 History



(Source: Kempinski.com/en/jkt)

*Figure 2. 1 Hotel Indonesia Kempinski Jakarta logo*

On August 5th 1962, Hotel Indonesia opened as the first luxury hotel in Southeast Asia by President Soekarno Hatta to offer world-class standards that reflects national pride and the front porch of Indonesian tourism and showcasing the beauty of the archipelago and cultural diversity (Sayahdikumullah et al.,2021). Right in front of the hotel there is The Welcome Statue that was built to greet visitors to Jakarta for the Fourth Asian Games. The statue is now well known as Jakarta's iconic heritage and known as HI Roundabout (pronunciation: *ha-ee*). Hotel Indonesia was designed by a Danish-descent American architect, Abel Sorensen with a modern minimalist concept (Mahindro, 2020).

The speech Soekarno gave at the opening of Hotel Indonesia on August 5, 1962, was titled "Show the Indonesian Personality," and he described the hotel as the face of Indonesia. He proves it by showcasing numerous masterpieces from local and international artists to reflect Indonesian culture in the hotel. Some of the famous artworks that are in the hotel belong to Lee Man Fong, such as Margasatwa and Puspita Indonesia painting that is in front of Ganesha Wing building lobby (Sayahdikumullah et al.,2021).



(Source: Kayak.co.id)

**Figure 2. 2** *Hotel Indonesia Kempinski Jakarta*

In 2004 Hotel Indonesia went under construction for a renovation and reopened on 20 May 2009 as Hotel Indonesia Kempinski Jakarta by President Susilo Bambang Yudhoyono (Synarso, C.S, 2020). The oldest hotel in Indonesia is now managed by Europe's oldest luxury hotel group, Kempinski, who has a longstanding history of managing historical buildings, landmark hotels and preserving a distinctive assortment of individual properties. Hotel Indonesia Kempinski Jakarta has two wings, Ramayana and Ganesha Wing with a total of 289 rooms and suites. Ramayana Wing features two types of guest rooms, which are Deluxe Room and Grand Deluxe Room. Ganesha Wing features five types of guest room and suites, which are Presidential Suite, Diplomatic Suite, Salon Suite, Executive Grand Deluxe Room and Deluxe Room with Ganesha Executive Club Lounge Access on the 17th floor. Hotel Indonesia has a total of 6 restaurants and bars, which are Signatures Restaurant, OKU, Paulaner Bräuhaus, Kempinski Deli, Sky Pool Bar & Cafe and Lobby Nirwana Lounge. Hotel Indonesia Kempinski also has Kempinski the Spa for guests to enjoy a relaxing treatment. Hotel Indonesia Kempinski Jakarta has a Kempinski Grand Ballroom that is 3000 square meters which is famous for holding grand weddings and Bali Room that is oval shaped 1000 square meters.



(Source: asia-bars.com)

**Figure 2. 3 Paulaner Bräuhaus Jakarta**



(Source: writer's data)

**Figure 2. 4 Paulaner Bräuhaus restaurant layout**

Opened on 10<sup>th</sup> May 2010 and went under renovation from January 2012 until 7<sup>th</sup> November 2013, Paulaner Bräuhaus is the only microbrewery restaurant in the country that serves traditional Bavarian food and beer which is located inside Grand Indonesia, East Mall and managed by Hotel Indonesia Kempinski Jakarta. Written on the official Paulaner Bräuhaus Petrozavodsk website, Paulaner Brewery was established in 1634 in Munich and the first Oktoberfest was held in 1818 which is birth of the world's largest festival. Paulaner Bräuhaus makes their own beer with imported ingredients and


machinery from Germany. Paulaner Bräuhaus also makes their own sausages, meatloaf, cold cuts, hams, and sauerkraut with imported ingredients from Germany. Paulaner Bräuhaus keep their food with authentic Germany test by importing a lot of their ingredients from Germany. Other than being well known for their beer and sausages, they are also well known for their crispy pork knuckle. To enjoy the good beer and food, Paulaner Bräuhaus has 200 seat, city view of HI roundabouts, live band every night and they sometimes host football match with big screen and invite famous local band to perform. Paulaner Bräuhaus can be accessed from Hotel Indonesia Kempinski Jakarta entrance to Grand Indonesia.

The location of Hotel Indonesia Kempinski Jakarta is ideal for both business and leisure purposes. It is situated in the heart of Jakarta's primary business district, and is conveniently located near popular tourist attractions such as the National Monument and National Museum, as well as adjacent to the Grand Indonesia shopping mall. Despite its historical significance, Hotel Indonesia Kempinski Jakarta offers a wide range of contemporary experiences, ensuring that guests have access to a virtually unlimited selection of activities.

## 2.1.2 Facilities

### A. Room Types

*Table 2. 1 Room Types*

Figure	Description
 <p>(Source: Kempinski.com/en/jkt) <i>Figure 2. 5 Deluxe room's bedroom</i></p>	<p>Deluxe Room is 44-meter square bedroom with a maximum capacity of two people and a courtyard view. It is a modern elegance room with flourishes of Indonesian culture. The room is equipped with the most up-to-date amenities, high-speed Wi-Fi, Smart LED TVs, a work desk, bathroom with</p>



(Source: Kempinski.com/en/jkt)  
**Figure 2. 6** Deluxe room's bathroom

separate shower and bathtub and the most advanced Japanese bathroom technology. The room can be chosen between a non-smoking room and smoking room. Connecting rooms are also available upon request.



(Source: Kempinski.com/en/jkt)  
**Figure 2. 7** Grand deluxe room's bedroom

Grand Deluxe Room is a 64-meter square bedroom with a maximum capacity of three people. The room itself has a city view and bed options between King Bed or Single Bed. The room itself is an accessible room which allows easy access for handicapped guests. Guests are able to request connecting rooms and extra beds. The room itself breathes Indonesian ambience which are equipped with the most up-to-date amenities, high-speed Wi-Fi, Smart LED TVs, a work desk, bathroom with separate shower and an oversized bathtub and the most advanced Japanese bathroom technology.



(Source: Kempinski.com/en/jkt)  
**Figure 2. 8** Grand deluxe room's bathroom



(Source: Kempinski.com/en/jkt)  
**Figure 2. 9** Executive grand deluxe room's


Executive Grand Deluxe Room is a 64-meter square bedroom with a maximum capacity of three people. Just like the Grand Deluxe Room, the room itself has a city view and bed options between King Bed or Single Bed. The difference between Executive Grand




 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 10</b> Executive grand deluxe room's bathroom</p>	<p>Deluxe Room and Grand Deluxe Room is it is not an accessible room, coffee/tea making facilities and access to Ganesha Executive Club Lounge.</p>
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 11</b> Salon suite's living room</p>  <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 12</b> Salon suite's bathroom</p>	<p>Salon Suite is located in the Ganesha Wing with an 85-meter square room that can accommodate a maximum of three people with an outstanding view of HI Roundabouts. The Suit has a separate grand living room and spacious bedroom to ensure privacy and comfort. It also has access to the Ganesha Executive Club Lounge.</p>
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 13</b> Diplomatic suite's bedroom</p>  <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 14</b> Diplomatic suite's living room</p>	<p>Diplomatic Suite is in the Ganesha Wing with a 128-meter square room that can accommodate a maximum of four people with an outstanding view of HI Roundabouts. Diplomatic Suite offers a separate living room, dining room and bathroom with a walk-in wardrobe.</p> <p>The grand living and dining room is suitable for meetings or family gatherings, whilst a quiet office area is also available. It also has access to the Ganesha Executive Club Lounge.</p>

 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 15 Presidential Suite's Living Room</b></p>  <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 16 Presidential Suite's Bedroom</b></p>	<p>There is only one Presidential Suite with 412-meter square that can fit up to 6 people with an outstanding city view of the HI Roundabouts. The glass on this room is bulletproof which ensures the safety of the guest. This suite is more than enchanting space that includes a separate living, dining and bedroom; a bath, shower and whirlpool bath; a powder room; and a full-service kitchen. With a 24-hour butler on standby to fulfill every need. Ganesha Executive Lounge access is also 'included in this room.</p>
--	---


**B. Restaurants**

*Table 2. 2 Restaurants*

<b>Figure</b>	<b>Description</b>
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 17 Signatures Restaurant</b></p>	<p>Signature Restaurant promises to take you on a culinary adventure with an extensive buffet spread that includes authentic Indonesian, Asian and Western delicacies. For breakfast, Signatures have seven wonders dishes that includes of Asian specialty, pass around bread, homemade chocolate spread, power shots, honeycomb, freshly squeezed juice and Bircher muesli. The restaurant itself is adorned with art and photography that</p>



	<p>celebrates the rich cultural heritage of Hotel Indonesia Kempinski Jakarta. One of the signature dishes is the legendary Bubur Ayam HI.</p>
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 18 OKU</b></p>	<p>OKU, a premium Japanese restaurant, and bar. It serves a contemporary twist to Japanese cuisine while retaining its traditional essence. The restaurant's Zen-like ambience and laid-back jazzy vibes makes OKU perfect for special occasions and business lunches. Not to mention, they have a wide array of premium sakes, whiskies, and other spirits.</p>
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 19 Paulaner Bräuhaus</b></p>	<p>Paulaner Bräuhaus serves traditional Bavarian food and home-brewed Paulaner beer. It is the only microbrewery restaurant in the country. Ingredients that they use are authentic imported ingredients. Every year, Paulaner Bräuhaus hosts the authentic Oktoberfest in the country.</p>
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 20 Sky Pool Bar &amp; Café</b></p>	<p>Sky Pool Bar &amp; Café has an outstanding 360-degree panoramic view of Jakarta city. This rooftop café located amidst beautiful botanical gardens in the bustling city of Jakarta provides stunning views and a variety of refreshments, such as light snacks and a dazzling selection of cocktails,</p>



	including Long Island iced teas, mojitos, tequila sun rises, turquoise margaritas, and Sky Strawberry Fruits.
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 21 Lobby Nirwana Lounge</b></p>	Lobby Nirwana Lounge serves daily afternoon teas with sandwiches and savory or sweet snack selections. In the evening, they serve signature cocktails within a sophisticated ambiance.


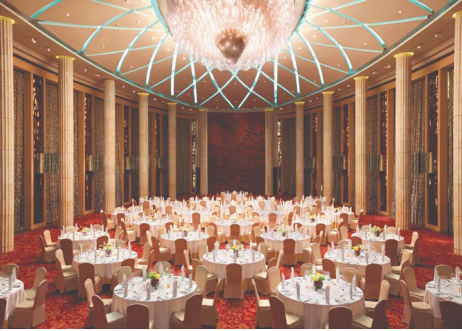

### C. Fitness and Wellness

**Table 2. 3 Fitness and Wellness**

<b>Figure</b>	<b>Description</b>
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 22 Kempinski The Spa</b></p>	Kempinski The Spa offers a private retreat for each of its guests, allowing them to escape the fast-paced lifestyle of the city. The spa utilizes the finest natural products and herbs, and is staffed by a team of skilled therapists who strive to provide the ultimate five-star luxury spa experience
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 23 Fitness Centre &amp; Pool</b></p>	With stunning panoramic views of the city, the fitness center provides a motivating and inspiring atmosphere to work out in. State-of-the-art cardio and power equipment allows guests to sweat and burn calories effectively. The outdoor swimming pool is located beside Sky Pool Bar & Café.

#### D. Meeting and Events



*Table 2. 4 Meeting and Events*

Figure	Description
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 24 Kempinski Grand Ballroom</b></p>	<p>Out of all the ballrooms in Hotel Indonesia Kempinski Jakarta, the Kempinski Grand Ballroom is the largest. It is primarily reserved for large-scale events such as weddings and meetings, with a total capacity of 4000 persons. The ballroom can accommodate 1000 banquet set tables, 3000 cocktail set tables, 1140 classroom set-ups, and 2400 theater-style arrangements.</p>
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 25 Bali Room</b></p>	<p>The Bali Room at Hotel Indonesia Kempinski Jakarta is the second largest ballroom on the premises, able to accommodate up to 1500 guests. This venue is suitable for a variety of events including weddings, prom-night parties, sweet-seventeen celebrations, general parties, and kids' birthday parties.</p>
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 26 Pelataran Ramayana</b></p>	<p>Pelataran Ramayana boasts a glass-domed dome that spans over an area of 135 square meters. With no pillars and high ceilings, provides an ideal setting for various events such as weddings, functions, and other gatherings. The space also features a collection of classic artworks by some of Indonesia's most</p>

	<p>celebrated artists. Additionally, the outer courtyard has amphitheater-style steps, making it an excellent spot for creative events like fashion trunk shows and art performances.</p>
 <p>(Source: Kempinski.com/en/jkt) <b>Figure 2. 27 The Heritage Room</b></p>	<p>The Heritage Room at the Hotel Indonesia Kempinski is situated on the 16th floor and is exclusively utilized for hosting meetings with a capacity of up to 200 attendees.</p>

E. Facilities at Paulaner Bräuhaus Restaurant

*Table 2. 5 Facilities at Paulaner Bräuhaus Restaurant*

<b>Figure</b>	<b>Description</b>
 <p><b>Figure 2. 28 Paulaner Bräuhaus 's front entrance</b></p> 	<p>Guests are welcomed with a classic look restaurant and hostess when you go to Paulaner Bräuhaus Restaurant. During the weekend or when the restaurant is crowded, there will be a hostess that stand by in front of the front entrance to assist the guests and create the waiting lists.</p>

<p><i>Figure 2. 29 Hostess table</i></p>	
 <p><i>Figure 2. 30 Paulaner Bräuhaus's cashier area</i></p>	<p>Cashier is located next to the stage and guests can choose to do their payment here or on their table.</p>
 <p><i>Figure 2. 31 Paulaner Bräuhaus's bar area</i></p>	<p>The bar serves home-brewed beer, cocktails, coffee, fresh juice, and others. Guests are allowed to seat at the bar table which they can get free popcorn. All the drinks are freshly made every day by the bartender.</p>
 <p><i>Figure 2. 32 Paulaner Bräuhaus's stage and sitting area</i></p>	<p>It may look like Paulaner Bräuhaus is a small restaurant from the outside, but it is the opposite. The restaurant itself can hold up to 200 pax. Paulaner Bräuhaus has a stage for daily bands that perform each night or when there is an event (<i>See Figure 2.32</i>).</p>



**Figure 2. 33** Paulaner Bräuhaus's sitting area

Sometimes Paulaner Bräuhaus also has buffet and private meeting that uses the back seat area room (See Figure 2.33).



**Figure 2. 34** Paulaner Bräuhaus's sitting area

Most of the sitting area will have access to see the stage and there is TV around the restaurant that will livestream the stage area or when there is no band, they just put some shows on it.



**Figure 2. 35** Paulaner Bräuhaus's toilet

There is a toilet inside the restaurant so that the guests do not have to look outside for one.



**Figure 2. 36** Paulaner Bräuhaus's smoking area

Paulaner Bräuhaus provides a smoking area for guests with a view of HI Roundabouts. TV are included in the room so they can watch entertainment while having fun with friends and family.



**Figure 2. 37** Paulaner Bräuhaus's butcher room



**Figure 2. 38** Paulaner Bräuhaus's dry storage



**Figure 2. 39** Paulaner Bräuhaus's storage area



**Figure 2. 40** Paulaner Bräuhaus's cold kitchen

Since Paulaner Bräuhaus's provide homemade sausages, meatloaves, etc, they have their own butcher room to produce meat involved menu in Paulaner (See Figure 2.37).

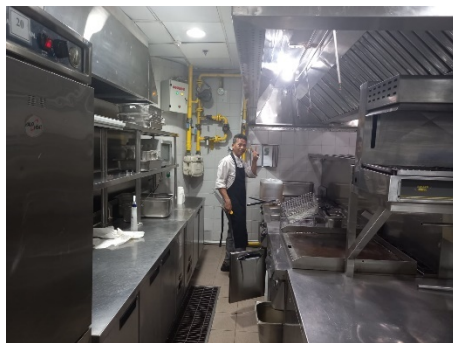
Inside the butcher room there is dry storage room where they keep all their dry ingredients and sometimes do dry aged meat (See Figure 2.38).

Then they also have ice machine and storage for all the pots, pans, inserts, and others (See Figure 2.39).

In front of the storage there is cold kitchen area that are in charge of appetizers and desserts such as salads and ice creams. (See Figure 2.40).



**Figure 2. 41 Paulaner Bräuhaus's kitchen area**



**Figure 2. 42 Paulaner Bräuhaus's soucier section**



**Figure 2. 43 Paulaner Bräuhaus's plating area**



**Figure 2. 44 Paulaner Bräuhaus's**

After the cold kitchen there is the cooking area where most of the big batch cooking process goes to, this area is used a lot in daily basis (See Figure 2.41).

Then there is soucier section where they do most of the grilling and frying in that section, it is equipped with griller, fryer, and microwave (See Figure 2.42).

The plating area is in front of soucier and entremetier section, they plate and announce or remind when there is an order (See Figure 2.43).

Last section is Entremetier, where they cook most of the side dishes and some main course for the menu. They have gas stove, electric stove and microwave in their section (See Figure 2.44).

*entremetier section*



**Figure 2. 45** Paulaner Bräuhaus's dishwashing area

Then there is the dishwashing area where all the dirty dishes from service and kitchen are washed (See Figure 2.45).



**Figure 2. 46** Paulaner Bräuhaus's serving area and takeaway storage

Finally, there is the serving area where service pickup the food to be bring and served to the guests and near that area they also have takeaway storage, since they also do takeaways in that area (See Figure 2.46).

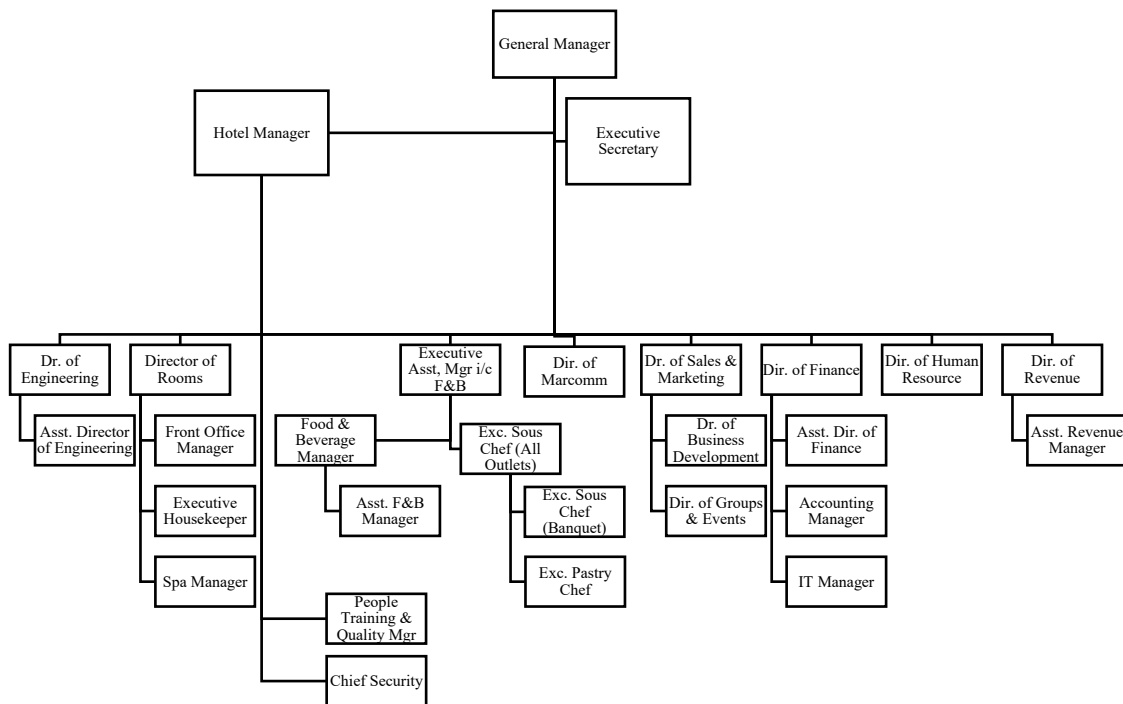
## 2.2 Organizational Structure

Organizational charts in hotels play an essential role by providing a visual representation of the company's structure. They ensure clarity in roles and responsibilities, enabling employees to understand their positions and reporting lines. This clarity enhances communication efficiency, helps in effective decision-making, and streamlines workflows. Organizational charts allow new staff to quickly grasp the layout of different departments and their colleagues. They also identify potential bottlenecks in workflow, allowing for necessary adjustments, and serve as essential tools for succession planning, identifying, and preparing employees for future leadership roles. Overall, these charts are crucial for efficient hotel management, promoting clear communication, streamlined processes, and effective resource utilization.



Hotel Indonesia Kempinski Jakarta uses a clear structure that combines hierarchy and teamwork. This helps the employees to work efficiently and create clear communications. The organization shown below are known as the “Executive Committee.” At the Executive Level the General Manager oversees the entire company with support from Hotel Manager and Executive Secretary. Then there are directors for each division that holds responsible for their team. Executive Committees that are in charge closely with Paulaner Bräuhaus are Executive Assistant Manager i/c Food and Beverage and Executive Sous Chef for all outlets, since they oversee Food and Beverage division, they give feedback to the menu and improvements to the recipe and help creates a new ‘monthly’ menu for Paulaner Bräuhaus.

*Table 2. 6 Hotel Indonesia Kempinski Jakarta organizational structure*

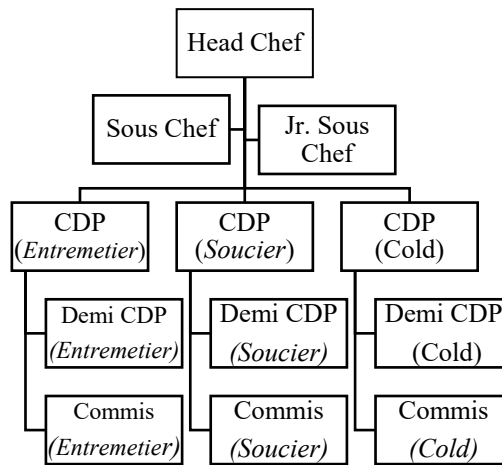


At the top of Paulaner Bräuhaus Organizational Chart is the Head Chef who oversees all the culinary activities in the restaurant, they are responsible for creating menu, recipe development, maintain the quality and consistency of the food, make sure that the menus are accurately calculated to ensure maximum gross

profit, maintain hygiene protocols, made sure all ingredients are kept and stored in the right place and condition, made sure that all maintenance problems are reported, made sure that all documents are passed to the management. They are also in charge of managing the kitchen staff and make sure that operations are all good, conduct a staff training and give out a positive working environment to the others. Sous Chef help to assist the head chef, help maintaining inventory, look out the production from butcher to hot kitchen, help maintain the hygiene, help create the head chef monthly menu, make sure that every food has the right quality and consistency and create schedule for staff and trainees. The Jr. Sous Chef supports the Sous Chef and Head Chef, he must make sure that each sections operates smoothly, maintain the kitchen hygiene standard, etc. There are three sections in Paulaner, first is Entremetier, they make prepare dishes such as soups, vegetables, condiments, and sauces. Second there is Soucier, they are responsible for grilling meat, sausages, and fry fries. Lastly, there is Cold Kitchen section that prepares appetizers such as salad and desserts. Each sections have their own Chef De Partie (CDP), Demi Chef and Commis. CDP must ensure the preparation for the day is enough, maintaining the quality of the food coming out from that section, maintain hygiene and lead their Demi CDP and Commis. Demi Chef assist their CDP and Commis assist the Demi Chef and CDP while also learning about culinary techniques from the higher ranked chefs.

Though there are three different sections, each of the staff does not just stick to their own sections, they helped other sections for a backup. That is why all the staff in Paulaner learns all three sections and can work at each section when needed.

**Table 2. 7 Paulaner Bräuhaus Kitchen Organizational Structure**



Paulaner Bräuhaus have their own butcher that is still under the Head Chef control. Paulaner Bräuhaus are well known with their hand-made sausages, and the people behind it is Jr Sous Chef Butcher, they are in charge of creating a new menu, developing a recipe and maintain all the quality consistency and hygiene in the area. Then there are CDP, Demi Chef and Commis that assist each other in the butcher production.

**Table 2. 8 Paulaner Bräuhaus Jakarta butcher organizational chart**

