

CHAPTER II COMPANY OVERVIEW

2.1 Hotel's Profile

2.1.1 History

In 1957, Jerry Hermawan Lo was born in Medan. Jerry Hermawan LO founded PT. Kontek Aja in December 2008 and later developed into a JHL Group company and this was the first step Jerry Hermawan LO built a JHL Group company and until now JHL Group operates several businesses.

In 1972, Jerry Hermawan LO decided to move to Jakarta in order to improve his quality of life, especially for himself and his family. Jerry Hermawan LO has experienced and faced many challenges throughout his life journey and he always had great ambitions in establishing the JHL Group company and JHL Group is a national company that maintains quality and meets world standards and JHL Group is a conglomerate in various industries such as Hospitality, Healthcare, Lifestyle, Mining, Automotive and Media Industries.

JHL Solitaire is one of the subsidiaries of JHL Bunch in the Hospitality industry and in the Lodging building property sector JHL Solitaire and JHL Solitaire delicate opening on August 8, 2018 and on November 27, 2018 is a fantastic opening of JHL Solitaire Gading Serpong. JHL Solitaire stands for the name Jerry Hermawan LO who is the Author of JHL Gather (Sapta Agus 2021).

JHL Group established several businesses and one of them is a business in the Hospitality industry and JHL Group has a branch, JHL Collection, which runs the hospitality industry business. And JHL Collection has several hotels located in Cambodia and Indonesia, lodging in Cambodia is Herloom Serviced Residence and in Indonesia has several, one of which is the 5-star JHL Solitaire in Tangerang Gading Serpong, Episode is a 4-star hotel located in Tangerang Gading Serpong and is in Kuta Bali. and JSI Resort in mega mendung and Herloom Serviced Residence in BSD.



figure 2. 1 company logo JHL Solitaire

JHL Solitaire Gading Serpong, JHL Collections is a 5-star luxury hotel located 40 minutes from Soekarno-Hatta International Airport. The hotel is surrounded by high-rise commercial facilities and major shopping centers such as AEON and IKEA, as well as the largest Indonesia Convention and Exhibition (ICE) in Indonesia. Iconic, grand and spectacular in design and architecture, the hotel comprises 141 beautifully appointed main rooms and suites, with the main highlight being the luxurious Chairman's Suite and We offer five different unique lifestyle dining and bar experiences, as well as 180-degree city views from our Sky Ballroom. JHL Solitaire is a hotel that has a very interesting architecture, namely a gem-shaped building and received the Guinness Book of MURI.



figure 2. 2 location JHL Solitaire gading serpong




2.1.2 Facilities


A. Room Type

JHL Solitaire Gading Serpong has 141 luxurious rooms and has 6 room types, namely 71 premier rooms, 3 rooms accessible to people with disabilities, 20 executive club rooms, 35 junior suites, 10 executive suites, 1 solitaire signature suite, and 1 chairman suite.

Table 2. 1Room Type


No.	Room Type	Description
1.	<p>Premier room</p>  <p><i>figure 2. 3 Premier room</i></p>	<p>Area: 35 sqm Unit: 71</p> <p>This luxury hotel room offers 35 square meters of tranquil space, showcasing a stunning view of the Tangerang City skyline. JHL Solitaire's renowned beds & plush linens provide a luxurious sleep experience.</p>
2.	<p>Executive Club Room</p>  <p><i>figure 2. 4 Executive Club room</i></p>	<p>Area: 38 sqm Unit: 18</p> <p>The Executive Club showcases the refined design features that come with this exclusive space, which nevertheless evoke a sense of comfort. The modern décor forms a calming sanctuary that is far from the hustle and bustle of Tangerang.</p>

3.	<p style="text-align: center;">Junior Suite Room</p>  <p style="text-align: center;"><i>figure 2. 5 Junior suite room</i></p>	<p>Area: 45 sqm Unit: 30</p> <p>Offering 45 square meters of inviting space, what sets a JHL Solitaire Gading Serpong Junior Suite apart is its size and dramatic double-faced windows that offer our guests an abundantly natural panoramic view.</p>
4.	<p style="text-align: center;">Executive Suite Room</p>  <p style="text-align: center;"><i>figure 2. 6 executive suite room</i></p>	<p>Area: 56 Unit: 17</p> <p>A superb choice for families on vacation or business travelers who appreciate more spacious accommodations, the Executive Suite offers 56 square meters of elegant space. A living room designed to provide excellent views overlooks the city of Tangerang.</p>
	<p style="text-align: center;">Solitaire Signature Suite</p>  <p style="text-align: center;"><i>figure 2. 7 Solitaire signature suite</i></p>	<p>Area: 129 sqm Unit: 1</p> <p>For guests with the most discerning tastes and high regard for luxurious living, our JHL Solitaire Signature offers 129 square meters of space and features a separate living room, a long dining table, an executive work desk, a kitchenette, a bathroom with a separate rain shower and large</p>

		bathtub, along with spectacular skyline views of Tangerang.
6.	<p>Chairman Suite</p>  <p><i>figure 2. 8 chairman suite</i></p>	<p>Area: 227 sqm Unit: 1</p> <p>For guests with the most discerning tastes and high regard for luxurious living, our Chairman Suite offers 227 square meters and features a separate living room, a long dining table, an executive work desk, a kitchenette, a bathroom with a separate rain shower, and large bathtub, along with spectacular skyline views of Tangerang.</p>


B. Food and Beverage Outlet

Table 2. 2 Food and Beverage Outlet

No.	Outlet	Description
1.	<p>Mangan all day dining restaurant</p>  <p><i>figure 2. 9 mangan restaurant</i></p>	<p>Mangan All Day Dining Restaurant is part of our signature JHL Solitaire dining area which serves delicious breakfast, lunch, dinner, and desserts all day. Located on the second floor, modern surroundings and a clean design have been combined to create a harmonious dining experience.</p>

		Hours of Operation: Located on the 2nd floor Every day, 6 am – 10 pm.
2.	<p>Algusto italian restaurant</p>  <p><i>figure 2. 10 algusto restaurant</i></p>	<p>Al Gusto Italian Dining & Bar is a casual restaurant suitable for any occasion. Located on the second floor, the modern and minimalist interior design is combined with the Italian menu to add a great Italian dining experience. Al Gusto Italian Dining & Bar proudly serves all the traditional Italian menu including Pizza with Italian processing.</p> <p>Hours of Operation: Location: 2nd Floor Every day, from 11:00 - 23:00.</p>
3.	<p>Royal 8 Chinese restaurant</p>  <p><i>figure 2. 11 royal 8 restaurant</i></p>	<p>Royal Eight Restaurant is the latest Chinese restaurant in Gading Serpong Tangerang and is part of our signature JHL Solitaire semi-fine dining area. Royal 8 serves delicious lunch, dinner, and desserts all day. Located on the 5th floor, modern surroundings and a precise design have been combined to create a harmonious Chinese dining experience.</p> <p>Hours of Operation: Located on the 5th Floor.</p>

		Every day, from 11 am – 10:30 pm.
4.	<p style="text-align: center;">Le Bleu</p>  <p style="text-align: center;"><i>figure 2. 12 le bleu cafe</i></p>	<p>sophisticated cafe where guests can relax and enjoy light bites, tea and coffee throughout the day. The café is designed to create a space that meets the needs of global professionals on the move and is also a place to unwind in a stylish yet relaxing environment.</p> <p>Hours of Operation: Located on the Ground Floor. Every day, from 11 am – 8 pm.</p>
1.	<p style="text-align: center;">Castro Lounge and cigar bar</p>  <p style="text-align: center;"><i>figure 2. 13 castro and cigar bar</i></p>	<p>the Castro also serves cigars and an a la carte menu of sweet and savory favorites. Located on the Mezzanine floor, let our baristas make the perfect specialty coffee for you, and enjoy our tantalizing selection of freshly-baked bread, desserts, pralines, and pastries.</p> <p>Hours of Operation: Located on Mezzanine Floor. Every day, from 11 am – 10:30 pm.</p>

2.	<p style="text-align: center;">Empress china bar</p>  <p style="text-align: center;"><i>figure 2. 14 empress china bar</i></p>	<p>Empress Bar presents a concept with the theme "China Bar". A bar is located inside JHL Solitaire Hotel, Gading Serpong which is on the 5th floor with an outdoor feel. Empress Bar is a concept with a new nuance by having secret recipes of the best cocktails (Apothecary), spirits, and a wide collection of wines. Empress Bar has just provided live performances from well-known DJs and bands</p> <p>Hours of Operation: Located on the 5th floor. Every day, from 3 pm – 2 am.</p>
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C. Meeting room



Table 2. 3 Meeting Room

venue	floor	size	ceiling	capacity					
				u- shape	class room	board room	theatre	round table	cocktail
sky ballroom	15	523	7.5	250	200	150	450	250	600
citrine	6	92	2.4	36	45	30	50	32	60
zircon	6	92	2.4	36	45	30	50	32	60
lapis lazuli	6	80	2.4	23	24	20	40	24	20
moonstone	6	80	2.4	23	25	24	40	24	25

garnet	6	72	2.4	35	40	25	45	32	50
topaz	6	72	2.4	35	40	25	45	32	50
tourmaline	6	67	2.4	15	15	18	25	16	20

D. Facility

Table 2. 4 Facility

No.	Facilities	Description
1.	<p>Swimming pool</p>  <p><i>figure 2. 15 swimming pool</i></p>	<p>Our 144 sqm outdoor swimming pool is a refreshing sanctuary to relax and unwind during the stay, featuring a decent lap pool as well as a kid pool for the little one.</p> <p>Hours of Operation: Located on the 3rd Floor. Every day, 7 am – 9 pm.</p>
2.	<p>The workout</p>  <p><i>figure 2. 16 the workout</i></p>	<p>Offering the latest fitness machines and other state-of-the-art equipment. An adjoining room for dance and aerobics, as well as outdoor relaxation patios, are offered by our dedicated instructors.</p> <p>Hours of Operation: Located on the 3rd Floor. Every day, 6 am – 9 pm.</p>

<p>3.</p>	<p>Acqua & acquaree kids spa</p>  <p><i>figure 2. 17 acqua spa</i></p>  <p><i>figure 2. 18 acquaree kids spa</i></p>	<p>Acqua Spa offers a unique hydro-thermal experience. We also provide guests with an authentic cultural Spa experience that incorporates products and service protocols from the "Banten", Java and Bali regions and combines them with Western science and methodology. Acqua offers Signature products such as Bamboo Breeze, an aroma of bamboo, tomato leaves and a hint of bergamot.</p> <p>Acquaree is Indonesia's first child-friendly spa circuit that offers a wide range of fun and interactive programs where little ones can safely channel their passion and imagination. One of the highlights here is the Mud Room - a healthy excuse to get dirty by using mud as a therapeutic treatment, while other exciting activities include mud rinsing in the Rainforest and water play in the Water Playground.</p> <p>Hours of Operation: Located on 3rd Floor. Open 10 am - 8 pm</p>
<p>4.</p>	<p>Le mere glam</p>	<p>LE MERE Glam et Beaute lounge offered you a whole new</p>



figure 2. 19 le mere glam

experience. We provide head-to-toe needs with excellent service and well-trained individuals. With a total area of 90 sqm, LE MERE is equipped with a VIP room for guest comfort.

Hours of Operations:
 Located on Ground Floor (Lobby Area).
 Every day, 10 am – 7 pm.

2.1 Organizational Chart

A company must have an organizational structure. with an organizational structure, it is easy to know each part and be responsible for work and know their respective duties and each department has different obligations in carrying out operations and if there is no organizational structure the company will not be well organized because it does not have obligations and responsibilities that must be carried out and below is the organizational structure of the JHL Solitaire Gading Serpong hotel.

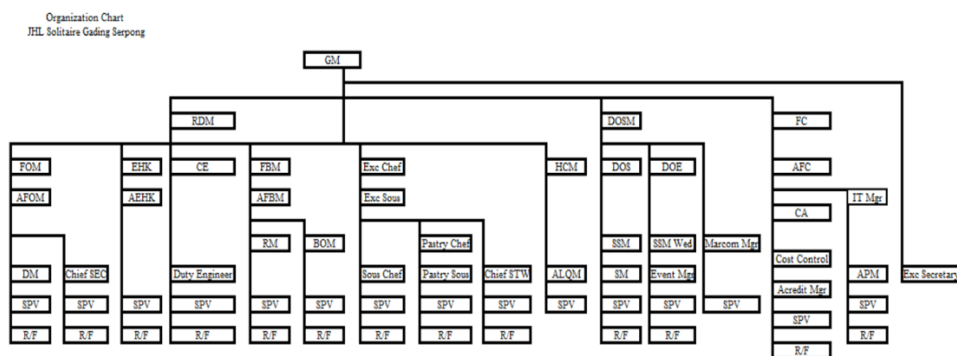


figure 2. 20 organization chart hotel

A company must have the highest position, namely the general manager, the general manager is responsible for all hotel operations and the general manager monitors and supervises performance in all hotel operations. the general manager has subordinates, namely the Executive Assistant Manager who assists the General Manager in carrying out his duties. In addition, the Head of Department is in the third position there is a Financial Controller, T&C Manager, Director of Sales and Marketing, Front Office Manager, Executive Housekeeper, Chief Engineering and FB Manager.

The front office department really need manager in their respective departments to run operations more effectively and there are many different positions in the front office, namely the front office manager, assistant manager and duty manager as well as the chief concierge and concierge section, front desk agent, 24 care team, GRO and butler. and below is the front office organizational structure.

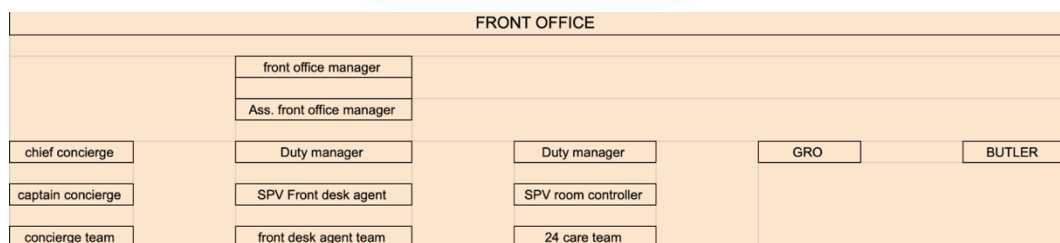


figure 2. 21 organization chart of front office department