

## CHAPTER II

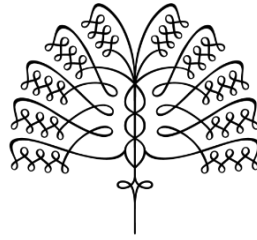
### COMPANY OVERVIEW

#### 2.1 Brief History of the Company

One of the chain hotels in Jakarta is Raffles Jakarta. Raffles Jakarta is a hotel under the auspices of the Accor Group. Raffles Jakarta first opened in 2015 and is the 12th property of Raffles Hotels and Resorts. Raffles Hotel first opened in Singapore in 1887 and is recognized as one of the most exotic hotels in the world. Now Raffles hotel and resort properties have expanded in 2 regions of Indonesia namely Jakarta and Bali. Raffles Jakarta has a unique interior design and is full of artistic nuances. Raffles Jakarta is closely associated with the works of legendary Indonesian artist Hendra Gunawan. The hotel is full of works of art that make this hotel look unique and attractive. Raffles Jakarta is also famous for the Butler Service provided to guests, all types of rooms have butler service to meet guest needs. The service is so extraordinary that guests feel comfortable and satisfied staying at the hotel. This hotel provides the same comfort when guests are at home, so it's no wonder guests feel comfortable at Raffles Jakarta. The hotel also has four luxury dining options that guests can choose from during their stay, namely Arts Café, Raffles Patisserie, Navina Pool Bar, and The Authors Bar. One of Raffles Jakarta's unique features is The Authors Bar which is dedicated to two famous authors, Ernest Hemingway and Somerset Maugham. At this bar guests can enjoy coffee with delicious pastries and other beverages.

Raffles Jakarta always prioritizes guest satisfaction by providing the best and luxurious services from its products (Pamungkas, 2018, p.3). With luxurious facilities and services, Raffles Jakarta pampers its guests. To produce luxurious and quality food products, Raffles Jakarta selects chefs with extraordinary abilities who come from Asia and Western.

#### Picture 2.1 Raffles Jakarta Logo



# RAFFLES

JAKARTA

(source: rafflesjakarta.com)

**Table 2.1 Company Internship Period**

No	Department	Start	End
1	Pastry Department	17 July 2023	17 January 2024

(source: author's data)

## **a. Vision and Mission**

### **VISION**

To be iconic in Indonesian hospitality, curating legendary luxury experiences.

### **MISSION**

#### 1) Talent

We commit to making Raffles Jakarta an ecosystem of well-being where all colleagues feel valued for their contributions to our collective success and feel limitless in their learning and growth.

#### 2) Guests

We are the "creators" and editors" of our guest Stories We plan and provide luxury guest experiences with a memorable touch of Indonesian hospitality for our guests. All

colleagues, regardless of their department, respond with a "Yes" and go the extra mile to assist guests.

3) Brand

We live our brand standards daily and commit to the meaningful presence of the brand in the local communities. Proud of being the custodians of the Raffles brand, we support its stories and share them.

4) Profit




We are agile and productive in creating the most meaningful value for our owners in compliance with the brand standards and local legislation.

## 2.2 Hotel Facilities





Hotel facilities are various services and amenities provided by hotels to their guests to meet their needs and enhance their comfort during their stay. Here are some facilities provided by Raffles Jakarta.




**Table 2.2 Raffles Jakarta Public Area**

No	Public Area	Description
1	 <p><b>Picture 2.2 Raffles Jakarta Lobby</b> (source: rafflesjakarta.com)</p>	The lobby is located on the L floor near The Author's Bar. In this lobby there are many paintings by Hendra Gunawan that add to the luxurious impression.

<p>2</p>	 <p><b>Picture 2.3 Raffles Jakarta Gym</b> (source: rafflesjakarta.com)</p>	<p>Located on the 14<sup>th</sup> floor, this gym focuses on harmonizing physical activity with relaxation. This gym has 24 hours access. Opening hours: 06:00 AM – 09:00 PM.</p>
<p>3</p>	 <p><b>Picture 2.4 Swimming Pool</b> (source: rafflesjakarta.com)</p>	<p>Located on the 14<sup>th</sup> floor, this pool has dimensions of 25 m x 10 m x 1.4 m, while the children's pool measures 4 m x 10 m x 0.5 m. Guests can also enjoy light meals and cocktails at Navina Pool Bar. Opening hours: 06:00 AM – 08:00 PM.</p>
<p>4</p>	 <p><b>Picture 2.5 Raffles Jakarta Spa</b> (source: rafflesjakarta.com)</p>	<p>Located on the 14<sup>th</sup> floor, this spa will help guests unwind from the week's activities. From signature massages using traditional techniques and oils to unique sensory massage experiences. Opening hours: 10:00 AM – 09:00 PM.</p>

**Table 2.3 Raffles Jakarta Room Type**

No	Room Type	Description
1	 <p data-bbox="507 611 847 701"><b>Picture 2.6 Raffles Room</b> (source: rafflesjakarta.com)</p>	<p data-bbox="970 331 1361 862">The room offers 60 square meters of space, featuring a king-size bed and a stunning city view. Guests can enjoy complimentary Wi-Fi, premium channels, a coffee maker, a private bathroom, a complete minibar set, an executive writing desk with a multimedia panel, and more.</p>
2	 <p data-bbox="459 1155 895 1245"><b>Picture 2.7 Raffles Garden View Room</b> (source: rafflesjakarta.com)</p>	<p data-bbox="970 882 1361 1137">This room type has a room area of 136 sqm and has room facilities such as dining table, garden view, king size bed, and bathtub with city view.</p>
3	 <p data-bbox="491 1552 863 1641"><b>Picture 2.8 Signature Room</b> (source: rafflesjakarta.com)</p>	<p data-bbox="970 1279 1361 1646">With a room area of 90 sqm, this room type is actually not much different from the Raffles Suite room, having room facilities such as twin beds, closed bathtub, and dining table.</p>
4	 <p data-bbox="523 1948 831 1986"><b>Picture 2.9 Artist Suite</b></p>	<p data-bbox="970 1675 1361 1930">This room type has an area of 97 sqm with room facilities such as bed, bathtub with city view, dining room, and mini gym.</p>




	(source: rafflesjakarta.com)	
5	 <p><b>Picture 2.10 Gallery Suite</b> (source: rafflesjakarta.com)</p>	<p>Spanning 136 square meters, this room boasts a king-size bed and a captivating city view. Infused with Hendra Gunawan's unique art concept, the room offers a generously sized living room and distinct dining areas, along with a separate bedroom. Guests can enjoy complimentary amenities such as Wi-Fi, premium channels, a coffee maker, a private bathroom, a complete minibar set, an executive writing desk with a multimedia panel, and more.</p>
6	 <p><b>Picture 2.11 Garden View Suite</b> (source: rafflesjakarta.com)</p>	<p>This room type has a room area of 136 sqm and has room facilities such as dining table, garden view, king size bed, and bathtub with city view.</p>
7		<p>Raffles Suite Room is the most spacious and luxurious room owned by Raffles Jakarta and has quite complete facilities such as a</p>






	<p><b>Picture 2.12 Raffles Suite</b> (source: rafflesjakarta.com)</p>	<p>multipurpose multifunctional room, meeting room, special room for bodyguards, main room, spa, mini gym, and bathtub that has a city view.</p>
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**Table 2.4 Raffles Jakarta Meeting Room**

No	Meeting Room	Description
1	 <p><b>Picture 2.13 Dian Ballroom</b> (source: rafflesjakarta.com)</p>	<p>Dian Ballroom spans 2520 square meters, measuring 56 meters by 45 meters in dimensions. With a capacity for hosting 3000 individuals, this ballroom draws inspiration from the artistic works of Hendra Gunawan, contributing to an enriched experience of light, color, and space.</p>
2		<p>This meeting room covers an area of 80 square meters, featuring dimensions of 8 meters by 10 meters.</p>



	<p align="center"><b>Picture 2.14 Paris Meeting Room</b> (source: rafflesjakarta.com)</p> 	<p>With a capacity to host 75 individuals, this meeting space provides ample room for various events.</p>
3	 <p align="center"><b>Picture 2.15 Singapore Meeting Room</b> (source: rafflesjakarta.com)</p>	<p>This meeting room spans 99 square meters, with dimensions of 8.5 meters by 11.6 meters. This venue is capable of hosting up to 80 individuals, offering a spacious setting for various gatherings.</p>
4	 <p align="center"><b>Picture 2.16 London Meeting Room</b> (source: rafflesjakarta.com)</p>	<p>London Meeting Room has 35 sqm with dimensions 7 x 5 m. London Meeting Room can accommodate 12 – 24 persons.</p>






5	 <p style="text-align: center;"><b>Picture 2.17 Istanbul Meeting Room</b> (source: rafflesjakarta.com)</p>	<p>Istanbul Meeting room has 35 sqm with dimensions 7 x 5 m. This meeting room can accommodate 12 up to 24 persons.</p>
6	 <p style="text-align: center;"><b>Picture 2.18 Dubai Meeting Room</b> (source: rafflesjakarta.com)</p>	<p>This meeting room encompasses an area of 86 square meters, featuring dimensions of 9 meters by 9.5 meters. With a capacity to host 65 individuals, this meeting space provides ample room for a variety of events.</p>
7	 <p style="text-align: center;"><b>Picture 2.19 Boardroom</b> (source: rafflesjakarta.com)</p>	<p>The Boardroom spans 53 square meters, with dimensions of 7 meters by 7.5 meters. This meeting space has the capacity to accommodate 16 individuals.</p>

8	 <p style="text-align: center;"><b>Picture 2.20 Event On Two</b> (source: rafflesjakarta.com)</p>	<p>This meeting room has 288 sqm with dimensions 16 x 8 m.</p>
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**Table 2.5 Restaurant / Bar**

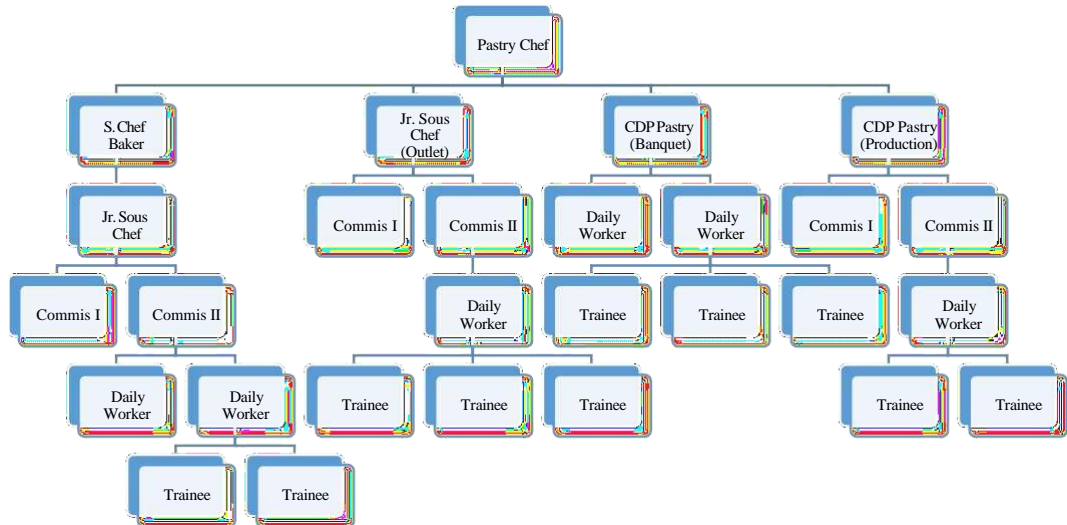
No	Restaurant / Bar	Description
1	 <p style="text-align: center;"><b>Picture 2.21 Arts Café by Raffles Jakarta</b> (source: rafflesjakarta.com)</p>	<p>Arts Café by Raffles Jakarta, Raffles Jakarta's flagship restaurant serving Asian, Japanese and Western food. For breakfast, Arts Café opens at 6 am to 10 am. Lunch starts at 12pm to 3pm. Dinner starts at 6 p.m. to 9 p.m.</p>
2	 <p style="text-align: center;"><b>Picture 2.22 Patisserie</b> (source: rafflesjakarta.com)</p>	<p>Patisserie, is part of Arts Café where Patisserie serves boulangeries, viennoiseries, individual cakes, pudding and pannacotta.</p>

3	 <p><b>Picture 2.23 Navina Pool Bar</b> (source: rafflesjakarta.com)</p>	<p>Navina Pool Bar, this poolside bar is located on the 14th floor where it offers cocktails with delicious pizzas accompanied by artworks and sculptures by Hendra Gunawan.</p>
4	 <p><b>Picture 2.24 The Author's Bar</b> (source: rafflesjakarta.com)</p>	<p>The Author's Bar, a bar located next to the lobby offers a wide range of coffee, tea, cocktails, mocktails served with beautiful desserts. Here guests can dine while viewing some of the artworks.</p>
5	 <p><b>Picture 2.25 Raffles Club</b> (source: rafflesjakarta.com)</p>	<p>Raffles Club, is a venue reserved exclusively for Platinum and Diamond guests to dine on fine food and beverages in a relaxed manner.</p>

MULTIMEDIA  
NUSANTARA

## 2.3 Organizational Chart

Here is the organizational chart of pastry department at Raffles Jakarta:



Picture 2.26 Pastry Department Organizational Charts

(source: Raffles Jakarta)

Duties and Responsibility:

### 1. Pastry Chef

- a) Develop and create a variety of pastries, desserts, and baked goods.
- b) Oversee the pastry kitchen operations, including planning menus and recipes.
- c) Manage inventory and ordering of pastry ingredients.
- d) Train and supervise pastry kitchen staff.
- e) Ensure quality and presentation standards are met.
- f) Stay updated on industry trends and incorporate new techniques into pastry creations.

### 2. Sous Chef Baker

- a) Assist the head pastry chef in planning and organizing pastry kitchen activities.
- b) Supervise the preparation and baking of pastries and desserts.

- c) Manage kitchen staff and ensure a smooth workflow.
- d) Collaborate with the head pastry chef in menu development and cost control.
- e) Maintain kitchen hygiene and sanitation standards.

### **3. Jr. Sous Chef**

- a) Assist the sous chef and head chef in daily kitchen operations.
- b) Supervise and train junior kitchen staff.
- c) Ensure the quality and consistency of food preparation.
- d) Contribute to menu planning and development.
- e) Monitor inventory levels and assist in ordering supplies.

### **4. CDP Pastry**

- a) Responsible for a specific section of the pastry kitchen.
- b) Prepare and execute pastry recipes.
- c) Train and supervise commis chefs and kitchen assistants.
- d) Ensure that all equipment is properly maintained.
- e) Collaborate with the sous chef in menu planning.

### **5. Commis I**

- a) Assist in the preparation of pastry and baked goods.
- b) Learn and follow recipes and techniques under the supervision of higher-ranked chefs.
- c) Maintain cleanliness and organization in the kitchen.
- d) Take direction from senior kitchen staff.
- e) Participate in training programs.

### **6. Commis II**

- a) Assist in basic food preparation tasks.
- b) Follow recipes and guidelines provided by higher-ranked chefs.



- c) Maintain cleanliness and order in the assigned work area.
- d) Learn and develop skills in pastry and baking.

**7. Daily Worker**

- a) Perform specific tasks in the pastry kitchen as assigned.
- b) Assist in basic food preparation and cleaning duties.
- c) Follow instructions from higher-ranked chefs.
- d) Provide support during peak hours or special events.

**8. Trainee**

- a) Undergo training in various aspects of pastry and baking.
- b) Learn fundamental culinary skills and techniques.
- c) Assist in basic kitchen tasks under the guidance of experienced chefs.
- d) Participate in educational programs and training.

