

CHAPTER II

GENERAL DESCRIPTION

2.1 Hotel's Profile

2.1.1 History



Figure 2.1 Raffles Jakarta Logo

(Source: id.wikipedia.org/wiki/Raffles_Jakarta)

The renowned Raffles brand made their Indonesian launch in March 2015 with the grand opening of Raffles Jakarta, a prestigious luxury hotel. The hotel is in an ideal spot in one of the most significant business and economic centers of Jakarta, inside the Ciputra World 1 complex in the Kuningan district. Business travelers and tourists looking for an upscale experience choose the hotel because of the area's reputation for being close to embassies, corporate offices, upscale shopping centers, and cultural attractions.

The hotel is named after Sir Stamford Raffles (Rony, 2023), a British statesman who was essential in the founding of modern Singapore and who also contributed significantly to the region's exploration and management. Raffles Jakarta's architecture honors Indonesia's rich cultural legacy by fusing contemporary luxury with colonial grace. The hotel's incorporation of art, especially pieces by renowned Indonesian artist Hendra Gunawan, is one of its main

features. The property is adorned with Gunawan's vivid paintings and sculptures, which have an impact on the hotel's general atmosphere in addition to its interior design. Raffles Jakarta is distinguished by its artistic theme, which makes it both an exquisite escape and a tribute to Indonesian art.

Raffles Jakarta offers a sophisticated fusion of comfort and modern style in its 173 spacious rooms and suites, many of which have expansive views of the Jakarta skyline. A distinguishing feature of the Raffles brand, the hotel is renowned for its personalized service, which guarantees each visitor receives outstanding attention. Along with these upscale features, the hotel also has a fitness center, upscale restaurants, a spa, and a swimming pool. In particular, the Raffles Spa is renowned for its serene ambience and array of rejuvenating and relaxing treatments.

Raffles Jakarta is a premier location for business events, weddings, and other large-scale gatherings in addition to offering recreational services. It has several sophisticated ballrooms and meeting rooms. Being in a prime location, offering luxurious hospitality, and having an art-inspired design has made it one of Jakarta's most renowned hotels. Since its debut, Raffles Jakarta has maintained a high ranking among the best hotels in the city, drawing guests looking for both luxury and an immersive cultural experience.



2.1.2 Facilities

A. Room Types

Table 2. 1 Room Types

Figure	Description
 <p>(Source: raffles.com/jakarta)</p> <p>Figure 2. 2 Raffles King Room</p>  <p>(Source: raffles.com/jakarta)</p> <p>Figure 2. 3 Raffles King Room</p>	<p>Raffles King Room is a 60 square meter junior suite furnished with a King size bed, and sliding panels that separate the bedroom and living area, accommodating a total of three people. The room offers floor-to-ceiling double-glazed windows with a magnificent city view. The room is equipped with a writing desk, walk-in rainforest shower with separate bathtub, custom-designed bathrobes, a fast wired and wireless internet connection, high quality surround sound audio system, two high quality TVs, and more. 24-hour Raffles Butler Service is also provided in this room, with a packing & unpacking service, shoe shine service, and daily amenities right at the door. Guests can select through the pillow menu, to enhance and maximize their comfort.</p>



(Source: raffles.com/jakarta)

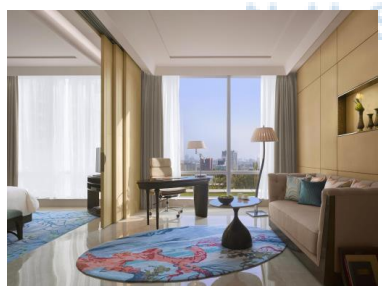
Figure 2. 4 Raffles Twin Room



(Source: raffles.com/jakarta)

Figure 2. 5 Raffles Twin Room

Raffles Twin Room is a 63 square meter junior suite furnished with a two twin size bed, and sliding panels that separate the bedroom and living area, accommodating a total of three people. The room offers floor-to-ceiling windows with a magnificent city view. The room is equipped with a writing desk, walk-in rainforest shower with separate bathtub, custom-designed bathrobes, a fast wired and wireless internet connection, high quality surround sound audio system, a DVD player, and two interactive HD LED TVs. 24-hour Raffles Butler Service is also provided in this room, with a packing & unpacking service, shoe shine service, and daily amenities right at the door. Guests can select through the pillow menu, to enhance and maximize their comfort.



(Source: raffles.com/jakarta)

Figure 2. 6 Raffles Garden

Raffles Garden View is a 60 square meter pool side junior suite furnished with a King size bed, and sliding panels that separate the bedroom and living area, accommodating a total of three people. The room offers full length windows with a breathtaking

View



(Source: raffles.com/jakarta)

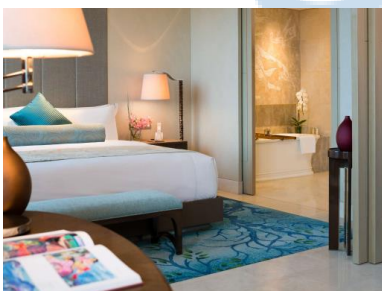
Figure 2. 7 Raffles Garden View



(Source:

x.com/raffleshoteljkt)

**Figure 2. 8 Hendra
Gunawan's Garden**



(Source: raffles.com/jakarta)

view of Hendra Gunawan's Garden. The room is equipped with a writing desk, walk-in rainforest shower with separate bathtub, fast wired and wireless internet connection, high quality surround sound audio system, a DVD player, and two interactive ZVOX audio-enhanced HD LED TVs. 24-hour Raffles Butler Service is also provided in this room, with a packing & unpacking service, shoe shine service, and daily amenities right at the door. Guests can select through the pillow menu, to enhance and maximize their comfort.

Signature Room is a 60 square meter junior suite furnished with a King or Twin bed, and sliding panels that separate the bedroom and living area, accommodating a total of three people. The room offers floor-to-ceiling double-glazed windows with a magnificent city view. The room is equipped with a writing desk, walk-in rainforest shower with separate

Figure 2. 9 Signature Room



(Source: raffles.com/jakarta)

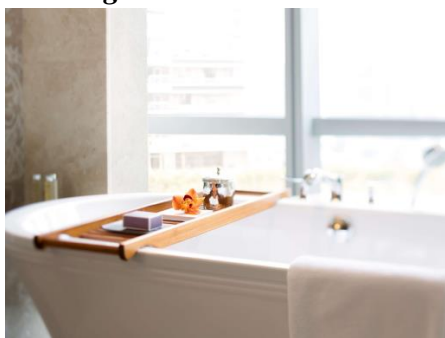
Figure 2. 10 Signature Room

bathtub, his and hers vanity basins, custom-designed bathrobes, a fast wired and wireless internet connection, high quality surround sound audio system, a DVD player, and two interactive ZVOX audio-enhanced HD LED TVs. 24-hour Raffles Butler Service is also provided in this room, with a packing & unpacking service, shoe shine service, and daily amenities right at the door. Guests can select through the pillow menu, to enhance and maximize their comfort.



(Source: raffles.com/jakarta)

Figure 2. 11 Artist Suite




(Source: raffles.com/jakarta)

Figure 2. 12 Artist Suite

Artist Suite is a 97 square meter junior suite furnished with a King size bed, and sliding panels that separate the bedroom and living area, accommodating a total of three people. The room offers floor-to-ceiling double-glazed windows with a magnificent city view. The room is equipped with a writing desk, walk-in rainforest shower with separate bathtub, his and hers vanity basins, custom-designed bathrobes, a fast wired and wireless internet connection, high quality surround sound audio system, a DVD player, and two interactive ZVOX audio-enhanced HD LED TVs. 24-hour Raffles Butler Service is also provided in this room, with a packing & unpacking service, shoe shine service, and daily amenities right at the door. Guests can select

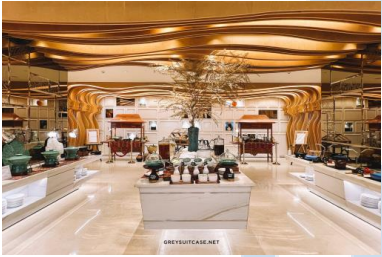

	<p>through the pillow menu, to enhance and maximize their comfort.</p>
 <p>(Source: raffles.com/jakarta) Figure 2.13 Gallery Suite</p>  <p>(Source: raffles.com/jakarta) Figure 2.14 Gallery Suite</p>	<p>Gallery Suite is a 136 square meter luxury bedroom suite furnished with a King size bed that has a spacious living room, bar, and a dining area. This panoramic corner suite with Hendra Gunawan-inspired art and design.. The room offers floor-to-ceiling double-glazed windows with a magnificent city view. The suite is equipped with a writing desk, walk-in rainforest shower with separate bathtub, his and hers vanity basins, custom-designed bathrobes, a fast wired and wireless internet connection, high quality surround sound audio system, a DVD player, and two interactive ZVOX audio-enhanced HD LED TVs. A 24-hour Raffles Butler Service is also provided in this suite with a packing & unpacking service, shoe shine service, and daily amenities right at the door. Guests can select through</p>

	<p>the pillow menu, to enhance and maximize their comfort, and a daily newspaper delivery.</p>
	<p>Raffles Suite is a 390 square meter, 2-bedroom poolside Presidential Suite has a spacious living room, dining room that fits 14 guests, private study and bedrooms all with a panoramic view of the city and Hendra Gunawan’s magnificent garden. The Raffles Suite King Twin is equipped with a private massage room for guests to unwind.. The room offers floor-to-ceiling double-glazed windows with a magnificent city view. The suite is equipped with a writing desk, walk-in experience shower and separate bathtub, custom-designed bathrobes, a fast wired and wireless internet connection, high quality surround sound audio system, a DVD player, and two interactive ZVOX audio-enhanced HD LED TVs. A 24-hour Raffles Butler Service is also provided in this suite with a packing & unpacking service,</p>
<p>(Source: raffles.com/jakarta) Figure 2. 15 Raffles Suite</p> 	
<p>(Source: raffles.com/jakarta) Figure 2. 16 Raffles Suite</p>  <p>(Source: raffles.com/jakarta) Figure 2. 17 Raffles Suite</p>	

	<p>shoe shine service, and daily amenities right at the door. The Raffles Suite King Twin is completed with a private gym, spa and steam room for guests to unwind. Lastly, a complimentary breakfast at Arts Cafe, a la carte at The Writers Bar, or In-Room Dining.</p>
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B. Restaurants

Table 2. 2 Restaurants

Figure	Description
 <p>(Source: raffles.com/jakarta)</p> <p>Figure 2. 18 Arts Cafe</p>	<p>Arts Cafe offers an elegant buffet, continental and asian a la carte menus. With its chic artsy cafe surrounded with Hendra Gunawan’s artwork, this lively restaurant is the ideal spot to bring the whole family for a great brunch buffet, a birthday celebration, or a corporate meet up. Arts Cafe opens daily, their operating hours are divided into Breakfast, Lunch, and Dinner. Breakfast starts at 06:30 - 10:00, Lunch starts at 12:00 - 14.30, and Dinner starts at 18:00 - 21:00. Their brunch service only opens on Sundays, at 12:00 - 15:00. Butcher’s Table at Arts showcases a</p>
 <p>(Source: www.camemberu.com)</p> <p>Figure 2. 19 Sunday Brunch at Arts</p>	



(Source: raffles.com/jakarta)
Figure 2. 20 Butcher's Table

curated section featuring high quality meat dishes and selections of sweet treats from Raffles Patisserie. Menus infused with Indonesian flavors, as well as off-the-menu creations from their Show Kitchen, showcasing seasonal produce in a fun way. The Butcher's Table opens only on Fridays from 18:00 to 21:00. The price ranges from IDR 588.000++/person.



(Source: raffles.com/jakarta)
Figure 2. 21 The Writers Bar

The Writer's Bar is located right beside the grand entrance of Raffles Jakarta's main lobby. The interior design is filled with Hendra Gunawan's artwork. They serve a wide range of beverages like coffee, tea, cocktails, and mocktails, also serving desserts and light bites. Guests can experience the Raffles Afternoon Tea, where they get to feast upon a selection of exquisite desserts, light bites, and tea.



(Source: raffles.com/jakarta)
Figure 2. 22 Navina Pool Bar

The Navina Pool Bar is located on the 14th floor of Raffles Jakarta, beside Hendra Gunawan's luxurious garden. They serve a selection of cocktails, milkshakes, some savoury and sweet dishes, also a range of gelatos every weekend.



(Source: raffles.com/jakarta)
Figure 2. 23 The Dining Room

In The Dining Room, guests can intimately dine with the magnificent skyline view of Jakarta, since it is located on the 12th floor of Raffles Jakarta. Guests can enjoy a wide range of sweet and savoury dishes. The Dining Room often does restaurant takeovers with world renowned chefs.



(Source: raffles.com/jakarta)
Figure 2. 24 Raffles Club

The Raffles Club is reserved exclusively for guests with the Platinum and Diamond Accor Live Limitless members. Guests can enjoy high quality food and beverages in a relaxed, and cozy atmosphere.

C. Fitness and Wellness

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Table 2. 3 Fitness and Wellness

Figure	Description
 <p>(Source: raffles.com/jakarta) Figure 2. 25 Raffles Spa</p>	<p>The Raffles Spa is located on the 14th floor of Raffles Jakarta. Guests can unwind and relax with the luxurious service from the Raffles Spa, using traditional techniques and a selection of oils. They open from 10:00 - 21:00.</p>
 <p>(Source: raffles.com/jakarta) Figure 2. 26 Swimming Pool</p>  <p>(Source: raffles.com/jakarta) Figure 2. 27 Jogging Track</p>	<p>Guests can unwind and stay active from their busy schedules by using the pool and jogging track to do some light sports. The pool has a dimension of 25 x 10 x 1.4 meters, while the children pool measures at 4 x 10 x 0.5 meters. Guests can also run on the 300-meter long jogging track, while easing their mind soaring through the beautiful sight of Hendra Gunawan's Garden. They open from 06:00 to 20:00 daily.</p>






(Source:
raffles.com/jakarta)
Figure 2. 28 Gym

Also located on the 14th floor, Raffles Jakarta provides a gym for guests to train and stay on their daily gym routines. The gym has a complete training equipment that the in-house guests can use from 06:00 - 21:00.



D. Meeting and Events

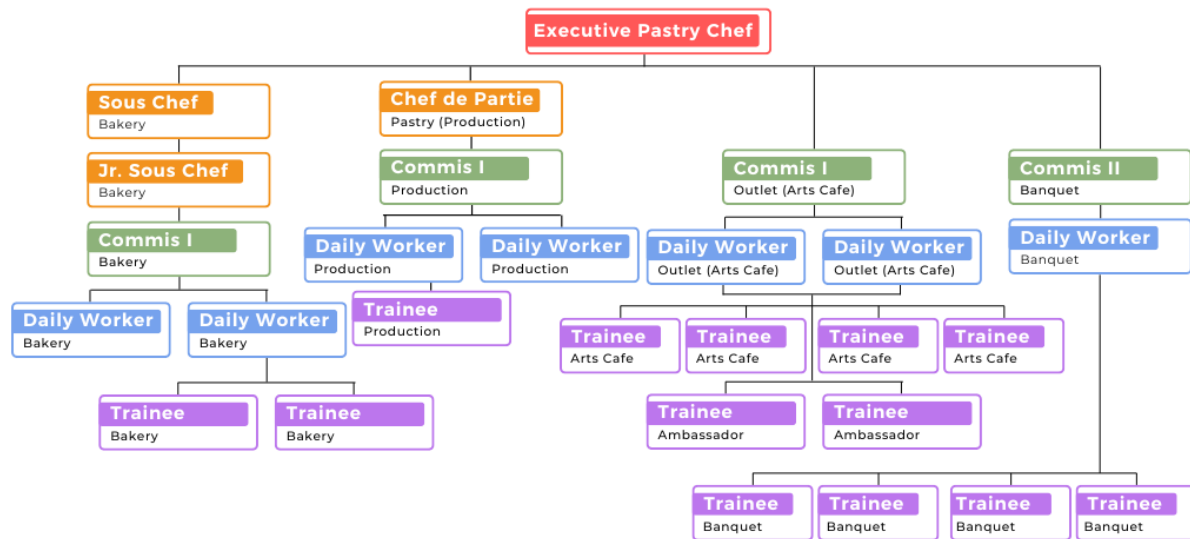
Table 2. 4 Meeting and Events

Figure	Description
 <p>(Source: raffles.com/jakarta) Figure 2. 29 Dian Ballroom</p>	<p>The Dian Ballroom soars over 2,500 square meters and is located on the 11th floor of Raffles Jakarta. With the high ceiling and Hendra Gunawan-inspired art enhances the luxurious ambience in Dian Ballroom. The ballroom can be divided into three soundproof rooms for smaller or more intimate events. Coffee Break, Buffet, and Set Menu services can be provided for guests, menus can be selected to match the guest's liking.</p>
 <p>(Source: raffles.com/jakarta) Figure 2. 30 Meeting Rooms on 12th</p>  <p>(Source: raffles.com/jakarta)</p>	<p>There are three floors that the meeting rooms are located in, the 11th, 12th, and 2nd floor.</p> <p>Other than the magnificent Dian Ballroom, there are three other meeting rooms that can be used for events on the 11th floor. Singapore, Paris, and Dubai rooms The Singapore meeting room is 98.2 square meters wide, it can hold up to 80 people, and can be divided into two rooms. The Paris meeting room is 80 square meters wide, it can hold</p>

<p>Figure 2. 31 Meeting Rooms on 2nd</p>	<p>up to 75 people, and can also be divided into two rooms. The Dubai meeting room is 85.5 square meters wide, and fits up to 65 people.</p> <p>Located on the 12th floor of Raffles Jakarta, there are the Istanbul and London meeting rooms, perfect for business meetings or intimate gatherings. Both meeting rooms are 35 square meters wide, and can fit up to 40 people.</p> <p>The Djakarta function room on the 2nd floor offers a daylight concept with floor-to-ceiling glass windows, it is 288 square meters wide, can be divided into three rooms, and can fit up to 400 people.</p>
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2.2 Organizational Structure



*Figure 2. 32 Pastry and Bakery Organizational Structure
(Source: Raffles Jakarta)*

Duties and responsibilities:

1. Executive Pastry Chef:

- Develop and invent a menu variety of pastries, desserts, and baked goods, including the standard recipes. Also ensuring the quality and presentation standards are being met.
- Oversee the pastry kitchen operations, including applying and maintaining the HACCP standard.
- Manage inventory and take care of ordering the ingredients.
- Train and supervise the staff.

2. Sous Chef:

- Assist the Executive Pastry Chef in planning and making sure the operation is managed well.
- Work together with the executive pastry chef to develop the menu and manage expenses.

- c) Maintain the HACCP standard protocol for the kitchen.
- d) Ensure smooth workflow and manage the kitchen staff.

3. Jr. Sous Chef

- a) Assist the Executive Pastry Chef and Sous Chef in daily kitchen operation
- b) Contribute to the menu planning and development, ensuring the standards are met.
- c) Monitor inventory and assist in ordering supplies.
- d) Supervise and train the junior kitchen staff.

4. Chef de Partie:

- a) Assist the Executive Pastry Chef and Sous Chef by supervising the daily operations.
- b) Oversee the kitchen hygiene by ensuring HACCP standards are met.
- c) Monitor inventory and assist in ordering supplies.

5. Commis I:

- a) Assist in the preparation and presentation of pastry and baked goods.
- b) Take care of daily operational and events.
- c) Under the guidance of more experienced chefs, learn and hold to the standard recipes and techniques.
- d) Maintain the hygiene and organise the kitchen.
- e) Take direction from the senior kitchen staff.

6. Commis II:

- a) Under the guidance of more experienced chefs, learn and hold to the standard recipes and techniques.
- b) Maintain cleanliness of the area.
- c) Take direction from the senior kitchen staff.
- d) Learn and develop skills in pastry and bakery.

7. Trainee:

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- a) Undergo training in various sections of pastry and bakery.
- b) Acquire essential culinary skills and methods.
- c) Assist in daily operation and production in the kitchen.
- d) Participate in educational training.



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