

CHAPTER II GENERAL DESCRIPTION

2.1 Hotel's Profile

2.1.1 History

The five-star Hotel Tentrem Yogyakarta is located in the heart of Yogyakarta city. Situated in a prime area on Jalan P. Mangkubumi No. 72A in the Cokrodingrat District, the hotel is only 3 km from the city center and tourist attraction such as Yogyakarta Monument and Malioboro, and also 10 km from Yogyakarta Adisucipto Airport. The Tentrem Hotel Yogyakarta is affiliated to PT Industri Jamu Dan Farmasi Sidomuncul Tbk (SIDO), leading herbal medicine company in Indonesia. The hotel was established after the signing of the Hotel Tentrem groundbreaking and cornerstone on Sunday, Thursday, April 29, 2010 in Yogyakarta. This hotel's design is a modern take on a traditional design. It is built on 13,000 square meters of land with a 32,000 m³ building space.

All of the directors of PT. Sidomuncul and GKR Hemas were present at this ceremony, which was organized by the Governor of the Special Region of Yogyakarta (DIY), Sri Sultan Hamengku Buwono X, who was joined by Irwan Hidayat, the company's principal director.



(Source : <https://yogyakarta.hoteltentrem.com/>)

Figure 2.1 Hotel Tentrem Yogyakarta Logo

"Peace in Your Heart" or "Tentrem in Your Heart" is the tagline of the Hotel Tentrem Yogyakarta. The term "Tentrem" in Javanese, which denotes a tranquil and serene feeling, is the source of the hotel's name. Tentrem is derived from the Javanese life value of tranquility. This interpretation also offers the idea of a peaceful, harmonious relationship between the cosmos and human existence. The


first stone was placed by Batu and Rowo Seneng. Gianti Village provides the corner.. The goal of this endeavor is to create a hotel that will offer peace and quiet similar to that of the Gianti Agreement in 1755. Five strands of the lotus-flower-shaped hotel logo Tentrem are connected by a gold ring, indicating that all of the Hidayat family's descendants as well as Irwan Hidayat and his younger siblings will always maintain harmony and unity. The Hidayat brothers think that "the land becomes gold" only when there is harmony.

If people live in peace, God will bless us. The Wijayakusuma blossom with a hint of gold is included in the Tentrem emblem, and the color gold was selected in accordance with the proverb "If brothers live in harmony,so can the land become gold." Words which roots are the left and right extending letters N and R stand for the left hand that is constantly providing care and the right hand that is prepared to assist. From its roots, it emerges as a representation of wealth and the potential quick growth of the Tentem Hotel as an Indonesian hotel network.

2.1.2 Facilities

A. Room Types

Table 2.1 Room Types

Figure	Descriptions
 <p data-bbox="408 1720 695 1751"><i>Figure 2.2 (Deluxe Room)</i></p> <p data-bbox="316 1753 788 1785">(Source: https://yogyakarta.hotelentrem.com/)</p>	<p data-bbox="882 1420 1476 1671">With one king size mattress or two single beds, the room has a 40 square meter footprint. Each room has a mini bar, shower, and lounge area with sofa. Each of the rooms features a desk, safe, wardrobe, free WiFi, air conditioning, satellite or cable TV, and a phone.</p>

 <p><i>Figure 2.3 Premiere Room</i> (Source: https://yogyakarta.hoteltentrem.com/)</p>	<p>The 50 m2 Premier Room features access to the Gaharu Spa and Fitness. With an additional bed, this room can accommodate four people—two adults and two children, or three adults and one child. With extra amenities: Interior doors, Internet connectivity, torchlight, turn down service, On TV Fast internet connectivity, complimentary wifi, LED television, hair dryer, personal restroom.</p>
 <p><i>Figure 2.4 Executive Room</i> (Source: https://yogyakarta.hoteltentrem.com)</p>	<p>The Executive Room provides tasteful lodging with exclusive perks like daily cocktails, a daily continental breakfast, VIP expedited check-in, and business center usage at The Executive Lounge.</p>
 <p><i>Figure 2.5 Executive Suite Room</i> (Source: https://yogyakarta.hoteltentrem.com)</p>	<p>The 105 square meter executive suite has views of the city or the pool. The sleeping quarters tastefully decorated living area with cozy seats and a tea table. Benefits of the room include a daily continental breakfast, five daily drinks, VIP express check-in, and business center use in The Executive Lounge. having four people' capacity.</p>



Figure 2.6 Prambanan Suite

(Source: <https://yogyakarta.hoteltentrem.com>)

A 129 square meter suite with opulent modern elegance is the Prambanan. The Prambanan Suite has two rooms that are fully furnished for comfort and convenience. The rooms include a large bathroom, separate shower, and a welcoming living area. Visitors lodging at the Prambanan Suite are entitled to utilize the amenities and comforts at Daily drinks, daily continental breakfast, VIP express check-in, access to Gaharu Spa and Fitness, and use of Business Center services are all included in our Executive Lounge. able to accommodate eight people.



Figure 2.7 Kraton Suite

(Source: <https://yogyakarta.hoteltentrem.com>)

The area of Kraton Suite is 129 square meters. There are numerous amenities, such as a lovely living and dining area, a large master bathroom with a separate bathtub and shower, a guest bathroom, a workstation, and a balcony. Get your own opulent, roomy bed for the finest rest. Kraton Suite visitors are entitled to the comforts and amenities of the Executive Lounge, which include daily cocktails, a continental breakfast, expedited VIP check- in, and access to Gaharu Spa.



Figure 2.8 Wijayakusuma Suite

(Source: <https://yogyakarta.hoteltentrem.com>)

Spacious and elegant, the Wijaya Kusuma Suite is 129 square meters in size. This suite has two private bedrooms, a separate living area, an open living area, a large main bathroom with a bathtub and separate shower, a guest bathroom, and a workstation. The Wijaya Kusuma Suites offers its guests access to the Executive Lounge, which offers daily cocktails, a continental breakfast, VIP speedy check-in, access to the Gaharu Spa and Fitness, and business center amenities.



Figure 2.8 Presidential Suite
 (Source: <https://yogyakarta.hotelitentrem.com>)

The Tentrem Presidential Suite is the epitome of luxury, spanning 273 square meters. A one-bedroom suite that can be connected to a second bedroom in the Deluxe Guest Room is available. Large, open living and dining rooms, work desks, luxurious spa goods, men's and women's baths, a private Jacuzzi, a private bar, a powder room, and a large terrace are among the features. Free personalized amenities offered by Tentrem Presidential Suite include a 24-hour butler, daily continental breakfast, daily cocktails, VIP express check-in, free daily newspaper, access to Gaharu Spa and Fitness, and use of the Executive Lounge's business center.

B. Restaurants

Table 2.2 Restaurants and Dining Area

Figure	Descriptions
 <p>Figure 2.9 Kayumanis Restaurant (Source: https://yogyakarta.hotelitentrem.com)</p>	<p>The Tentrem Hotel Yogyakarta's primary dining establishment, Kayumanis Restaurant, is situated on the lower ground level and offers a view of the hotel's exterior corner. Restaurants serving a variety of cuisines, such as Chinese, American, Indonesian, and Western fare. The breakfast buffet at Kayumanis Restaurant is served from 06.00 till 10.00. On the other hand, All Day Dining is open from 10:00 to 22:00. A la carte menus are available for guests to order for breakfast, lunch, and supper.</p>



Figure 2.10 Eboni Bar and Lounge
 (Source: <https://yogyakarta.hoteltentrem.com>)

One of the attractions is the lobby area's Eboni Bar & Lounge. Additionally, it is not unusual for visitors to wish to unwind while savoring an array of tea, coffee, wine, and frozen beer, as well as an a la carte menu that is available for purchase. This location is appropriate for meetings, business, or private use due to the tasteful architectural characteristics. The Tentrem Cake Shop, which serves a range of contemporary cake dishes, Kukubima-flavored macarons, and chocolate praline with a distinct flavor, are all part of Ebony Bar & Lounge. A must-try menu item is frozen beer, which guests may drink while watching live music performances every Friday night. Operating hours for Ebony Bar & Lounge are 9:00 to 23:00.



Figure 2.11 Summer Palace
 (Source: <https://yogyakarta.hoteltentrem.com>)

Summer Palace offers a wide variety of reasonably priced Chinese cuisine in a casual eating setting. A blend of abilities and cultural inspiration from the richness of Chinese food and culture. The clean flavors of Oriental origins as traditionally served are consistently noticed by guests thanks to the use of the best ingredients to achieve remarkable taste. The restaurant is situated on the lower ground floor and is open for business from 11 a.m. to 14 p.m. for lunch and from 18 p.m. to 22 p.m. for dinner.



Figure 2.12 Pool and Bar
 (Source: <https://yogyakarta.hoteltentrem.com>)

The Hotel Tentrem Yogyakarta swimming pool and the city of Yogyakarta are visible from the pool bar in front of Kayumanis Restaurant. Up until Sido products debut, Pool Bar serves a variety of drink menus, including coffee, tea, mocktails, and cocktails. A la carte breakfast and dinner are available to visitors, who can unwind by the poolside. The pool bar is open from 12:00 p.m. to 23:00.




Figure 2.13 Room Service

(Source: <https://yogyakarta.hoteltentrem.com>)

There is room service available. Food ordering options that include Indonesian, Chinese, American, and Western cuisine are available around-the-clock so that it can be served and presented in the room. In addition, Room Service offers breakfast delivery to 11 rooms for patrons who make timely requests for in-room meals.

C. Facilities and Wellness

Table 2.3 Facilities and Wellness

Figure	Descriptions
 <p>Figure 2.14 Sidomuncul Art and Gallery (Source: https://yogyakarta.hoteltentrem.com)</p>	<p>Situated on the lobby level, Sidomuncul Gallery & Art is a premium store offering a range of traditional products, including paintings, batik, silver crafts, wood carvings, bags, and more. Additionally, Sidomuncul's excellent products, including Tolak Angin, Kuku Bima Energi, Sidomuncul Ginger Milk, and Sidomuncul Ginger Coffee, are available inside this outlet, along with a number of Sidomuncul traditional herbal medicinal products. The primary power in the shop is the Sidomuncul firm, which has a gallery showcasing memoirs of business trips. In addition, it is related to Sidomuncul's past business ventures, as the company regularly manufactures traditional herbal medicine for Indonesia, which is anticipated to boost hotel guests' allure. The hours of Sidomuncul Gallery & Art are limited to 19.00–22.00.</p>

 <p><i>Figure 2.15 Kids Playground</i> (Source: https://yogyakarta.hoteltentrem.com)</p>	<p>Children can experience the thrill and feeling of playing a variety of indoor recreational games at Kids Playground, a pleasant facility situated near The swimming pool is located next to the lower ground floor. Children’s rides and a variety of toys are available at the Kids Playground for visitors with small children. Kids Playground is open from 8 a.m. to 9 p.m. on Friday through Sunday</p>
 <p><i>Figure 2.47 Swimming Pool</i> (Source: https://yogyakarta.hoteltentrem.com)</p>	<p>Guests can enjoy the ground floor swimming pool from 06.00 to 18.00, which is equipped with a pool bar that sells a variety of drinks including coffee, tea cocktails, juices, and snacks that they can order on the move. Savor the city views from the swimming pool. Gorgeous Jogyaakarta</p>
 <p><i>Figure 2.17 Executive Lounge</i> (Source: https://yogyakarta.hoteltentrem.com)</p>	<p>One amenity available to visitors who reserve an executive room is the Executive Lounge, where they may unwind and enjoy the breathtaking views of Yogyakarta from the cozy and opulent accommodations. Situated on the eighth level, the Executive Lounge is open from 06.00 to 21.00. A wide variety of breakfast buffet options are available to guests, and starting at 5 p.m., an Evening Cocktail is served. This menu features a number of options, including Hot & Cold Canapes, Pizza, Salad, Fruit, Traditional Snacks, and a selection of cakes. In addition, the Executive Lounge has meeting spaces, restrooms, and a reception area, allowing visitors to check in whenever they like without having to go through the lobby.</p>



Figure 2.18 Tennis Court

(Source: <https://yogyakarta.hoteltentrem.com>)

Tennis courts are provided by the Tentrem Hotel and also provide rackets according to booking which can be enjoyed by guests and non-guests.



Figure 2.19 Gaharu Spa and Fitness

(Source: <https://yogyakarta.hoteltentrem.com>)

Gaharu Spa & Fitness is a full-service spa and fitness center that offers a special combination of experiences, goods, and services. The term “Agarwood” refers to the adaptable hardwood that is frequently used in aromatherapy, incense, and perfume goods. A range of treatments are offered by Gaharu Spa and are administered in treatment rooms. Numerous treatment rooms for individuals and couples feature showers and are fully equipped with a safe, toiletries, room slippers, bathrobes, towels, and other amenities. Amazing spa pool, sauna, meditation room, and jacuzzi are among the extra amenities. Agarwood Modern amenities and services are available at the fitness center, which also offers stunning views of the pool. Additionally, there are licensed trainers on hand to help customers operate all of the most recent equipment.





Figure 2.20 Tentrem Ballroom

(Source: <https://yogyakarta.hoteltentrem.com>)

The Tentrem Ballroom is adjacent to the Hotel structure. The goal of Tentrem Yogyakarta was to showcase exclusivity and luxury inside a traditional structure. Locations It can handle any type of social event, including weddings, get-togethers, and music performances, as well as all corporate demands. Features a grand ballroom that can hold up to 2,000 guests and nine meeting rooms that can hold up to 50 people each. Guests do not need to pass through the hotel lobby to access the Tentrem Ballroom, which has its own lobby. Every building features a distinct basement with a total parking capacity that may hold 350–400 cars.

D. Kayumanis Restaurant Facilities

Table 2.4 Kayumanis Restaurant Facilities

Figure	Descriptions
 <p data-bbox="276 972 675 1001"><i>Figure 2.21 Kayumanis Dining Area</i></p>	<p data-bbox="756 562 1450 1001">Kayumanis is one of the restaurants owned by Hotel Tentrem Yogyakarta, inside there are several areas for eating, Kayumanis itself is quite spacious with a capacity of 250 pax which is ready to serve breakfast, lunch and also dinner, for lunch and dinner on Kayumanis weekends. also provides live music, the menu served at breakfast, lunch and dinner is always different, apart from the menu layout provided at breakfast, lunch and dinner is also different. Kayumanis can also be said to be the main restaurant of the Tentrem Hotel Yogyakarta which is directly opposite the pool.</p>
 <p data-bbox="220 1420 730 1480"><i>Figure 2.22 Kayumanis Salad, bread & Jajanan pasar area</i></p>	<p data-bbox="756 1072 1450 1288">This area has a large section which includes a salad area, bread and market snacks such as Bubur Sumsum, Bubur Ketan and others. This area is usually staffed by one or two associates to serve guests who need help. Apart from that, there is usually also an ice cream area.</p>

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 <p><i>Figure 2.23 Kayumanis sushi, fruit and Juice area</i></p>	<p>This area usually provides fresh fruit juice, sushi and fruit slices. This area is usually served by one to two associates. This area is available at breakfast, lunch and dinner.</p>
 <p><i>Figure 2.24 Kayumanis Soto area</i></p>	<p>In this section, it is usually served by one associate. This area provides two types of soup, namely Soto Kadipiro and one soup which is rolled every day, including Rawon, Nasi Ayam Mbak Tarti, Nasi Gurih Hj.Rohmad, Nasi Gandul and Lontong Gori.</p>
 <p><i>Figure 2.25 Kayumanis Western area</i></p>	<p>This section provides western food at breakfast, including rolling carbohydrates such as potatoes, spaghetti and mac n cheese, then also sausages, bacon, baked beans, and rolling vegetables such as vegetable au gratine, ratatouile, sauteed vegetables and grilled tomatoes, apart from that at breakfast. This breakfast section provides various types of eggs such as omelettes, sunny side up, poached eggs and boiled eggs. However, during lunch and dinner the layout is changed to a grill station which provides various kinds of grilled dishes, shrimp, beef and chicken as well as spaghetti.</p>



Figure 2.26 Kayumanis Noodle and Asian Kitchen area

In this section, during breakfast, food is provided such as Bangka chicken noodles, meatball noodles, steamed bread and steamed rice. Guests will then have food made according to their orders. However, at lunch and dinner the layout section is changed to an Asian kitchen area which provides food such as noodles, roasted duck, dim sum and steamed pao. This area is usually served by one associate at breakfast, lunch and dinner.



Figure 2.27 Kayumanis Oval area

It is called oval because the shape of this section is oval, which is one of the large sections in the Kayumanis restaurant. During the breakfast section, this section is served by three associates who provide various foods. Starting from the Nusantara section, here provides various Indonesian foods such as Nasi Lengko, Ketoprak, Magelang tofu kupat and vegetable pecel as well as Javanese fried noodles. Apart from that, this section also provides various kinds of fried foods such as fried breadfruit, fried tofu, mendoan, tempeh gembus, and bakwan, In the middle there is the main buffet menu at breakfast, usually there are two carbohydrates, namely white rice and fried rice, one vegetable and one protein, next to it there is a section of Javanese Godog Noodles which are made to order then at the very edge there is a porridge area, namely Chicken Porridge and one rolling menu Porridge such as Lodeh Porridge, Lemu Porridge, Manado Porridge, and Chinese Porridge. However, at Lunch and Dinner the layout of the Oval is all changed, in the Nusantara area it is changed to the Summer Palace buffet area, in the middle there is Sate Pak Afif and Fried food, then in the porridge area it is changed to the Pizza section with live cooking pizza, for lunch and dinner this section is back served by two to three associates.



Figure 2.28 Kayumanis Gudeg Area

In this area, Kayumanis provides Gudeg at breakfast, usually served by one associate, and what's unique here is that the associates serve guests not wearing chef jackets but in kebaya. The Gudeg section usually provides two of the three variations of Gudeg at the Tentrem Hotel, namely Gudeg Yu Djum, Gudeg Ibu Kota, and Gudeg Song Djie. Each Gudeg has its own characteristics that distinguish one from the other. Next to the Gudeg there is a Market Snacks area which is usually handled by the bakery and pastry section.

E. Tentrem Hotel Main Kitchen Area

Table 2.5 Tentrem Main Kitchen



Figure 2.29 Main Kitchen Western Section

In the western part, it is the main operational location for Western and American menu ala carte dishes. Checkout printers Orders are located at the end of the kitchen, and a la carte centered here. A la carte product storage for food Western and American are located in the chiller. There are 2 Ovens, Deep fryer, Microwave, stove stove, grill, salamander, as well as 3 induction stoves that support work in the section Western Section.



Figure 2.30 Main Kitchen Asian Section

For breakfast, lunch, dinner, and an a la carte menu featuring Asian, Chinese, and Indonesian cuisine, visit the Asian Section.

Meals for employees are prepared here as well before being delivered to the canteen. A wok station with two wok stoves is available for fast preparing Asian cuisine. In addition, there is one induction stove and a reasonable oven that facilitate kitchen operations. The Asian kitchen portion houses the a la carte product storage for the Asian menu. One freezer and one chiller are located at the end of the kitchen. It is also utilized in some regions of Asia for hotel production requirements and portioning tasks related to the carted style.

2.2 Organizational Structure

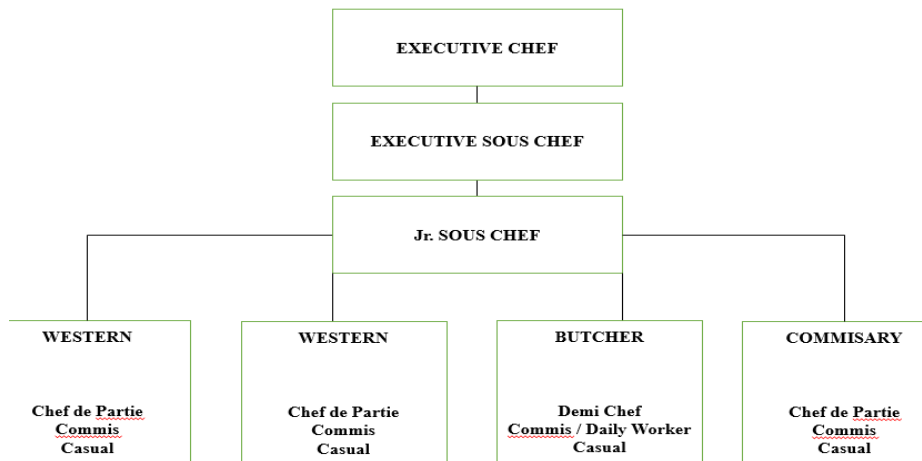


Figure 2.31 Organizational Structure

At Hotel Tentrem Yogyakarta there is an organizational structure that applies, this is carried out so that the division of tasks is more organized and neat,

and below is the division of the organizational structure that applies, especially within the Main Kitchen.

1. Executive Chef: in charge of overseeing the daily operations of the kitchen, which includes creating menus, managing food preparation, upholding quality standards, controlling inventory and supplies, training and supervising kitchen employees, making sure health and safety laws are followed, and keeping kitchen expenses under control to meet budgetary targets.
2. Executive Sous Chef: Tasked with ensuring that the quality of dishes is in accordance with recipes and standards, executive sous chef also helping to supervise food preparation. And for trainees, they become supervisors for internship participants.
3. Jr. Sous Chef: assists the Executive Chef in managing kitchen operations, supervising staff, ensuring food quality and consistency, handling inventory, overseeing food preparation, and stepping in to lead the kitchen in the Executive Chef's absence.
4. Chef De Partie: in charge of a certain area of the kitchen, like the pastry, sauce station, or grill. They oversee junior employees in their division, oversee food preparation, keep the area clean, and guarantee the caliber and uniformity of the food supplied.
5. Demi Chef De Partie: A chef who assists the Chef de Partie (CDP) in overseeing a particular area of the kitchen. They help prepare food, oversee simple kitchen duties, and make sure the area runs efficiently while accumulating experience for when they eventually assume greater responsibilities.
6. Commis 1: Helping to prepare meals or carry out his duties according to the department he works in, and also guide the trainees.
7. Trainee: A culinary student or inexperienced chef receiving hands-on training is usually referred to as a trainee in the kitchen. While learning from more seasoned chefs to advance their abilities and expertise in the culinary, they help with routine duties including meal preparation, cleaning, and organization.

8. Chief Steward: Heads the entire steward department, and ensures that existing cleanliness standards are always adhered to, apart from that, also takes care of matters related to cleanliness or hygiene, for example replacing boxes of goods when they are dirty and so on.
9. Supervisor Steward: responsible for cleaning and maintaining kitchen equipment, utensils, and dining areas. They ensure the kitchen is organized, assist with dishwashing, handle inventory management of cleaning supplies, and support the overall cleanliness and hygiene standards in the hotel or restaurant. And make schedules and monitor the steward's performance.
10. Steward : Carrying out his duties to clean tools, especially in the kitchen area and the kitchen area itself.
11. Chief Policy :Ensure that existing regulations are followed properly, for example personal hygiene, grooming and areas that have cleanliness or tidiness standards.

