

CHAPTER II

COMPANY OVERVIEW

2.1 Hotel's Profile

2.1.1 History

Mandarin Oriental is recognized globally as a luxury hotel brand known for its exceptional service. The group's first property, The Mandarin, was established in Hong Kong in 1963. Unlike traditional hotel chains, Mandarin Oriental operates as a hotel group. In 1974, The Mandarin, Hong Kong founded Mandarin International Hotel Limited to spearhead its expansion across Asia. That same year, it partnered with The Oriental in Bangkok, another hotel renowned for its high-quality service. In 1985, the two properties were rebranded under the unified name Mandarin Oriental, combining the names of both hotels (Hills, 2023). In 1978, Mandarin Oriental expanded its brand to Indonesia with the opening of its Jakarta location. Mandarin Oriental, Jakarta was originally established in 1979 under the name Mandarin Jakarta. Located at Jalan M.H Thamrin, facing the iconic Bundaran HI, the hotel was designed by architects Palmer & Turner and originally featured 462 rooms.

Mandarin Oriental Hotel is a part of the global Jardine Matheson Group, and specializes in luxury hotels, resorts, and residences. The Jardine Matheson Group, established in 1832 by Scottish founders William Jardine and James Matheson, is based in Hong Kong (Farmer, 2022). Beyond the hotel sector, the group operates in various industries, including retail, automotive, real estate, and services, with notable subsidiaries like Astra, Dairy Farm, Hongkong Land, Jardine Motors, Jardine Pacific, Mandarin Oriental, and Jardine Cycle & Carriage (Susanto, 2019). Mandarin Oriental Jakarta, located in the heart of the city's financial and diplomatic district, was originally built in 1978. The hotel underwent extensive renovations and was temporarily closed in December 2007.

It reopened on October 8, 2009, showcasing a classic contemporary design by renowned designers Lim, Teo, and Walkes, blending oriental and traditional

Indonesian elements (Puspokusumo, 2011). After the renovation, the number of rooms was adjusted to 272 (Cerita & Cerita, 2024), spread across eight different types: 210 Deluxe Corner and Deluxe Rooms, 56 Urban Suites, 5 Oriental Suites, and 1 Mandarin Suite. The rooms, now larger and located between the 8th and 26th floors, offer three distinct views: Bundaran HI, Jalan Jenderal Sudirman, and Jalan Imam Bonjol.

Mandarin Oriental, Jakarta also provides extensive meeting facilities, including three types of ballrooms (Diponegoro Room, Imam Bonjol Room, and Thamrin Room), two Tanjung Rasamala rooms, Esquire Room, and a Boardroom. The hotel offers a range of dining options: Cinnamon (an all-day dining restaurant), Lyon (a French restaurant), Li Feng (a Chinese restaurant), MO Bar, Mandarin Oriental Cake Shop (serving in-house pastries, cakes, and chocolates), an Executive Club Lounge, and In-Room Dining services.

Conveniently situated in the heart of the city near Bundaran HI, the hotel allows guests easy access to public facilities. It is within walking distance of Grand Indonesia and Plaza Indonesia, and is also close to MRT stations and Busway stops, making public transportation more accessible to guests. Mandarin Oriental hotels around the world feature a fan as their logo, but each location has a unique design. For example, the fan logo of Mandarin Oriental Jakarta incorporates a jasmine motif, a traditional and classic flower in Indonesia. The colors of the Jakarta fan include red (symbolizing celebration, joy, and life in the East), black (representing status, professionalism, and dignity), and gold (signifying grandeur, royalty, and value).








Figure 2.1 Mandarin Oriental Jakarta Fan Logo




2.1.1 Facilities

a. Room Types

Table 2.1 Rooms in Mandarin Oriental Jakarta

No.	Room Types	Description
1.	 <p><i>Figure 2.2 Deluxe Corner Room</i> (Source: www.mandarinoriental.com)</p>	<p>This 47-square-meter room offers a king-size bed, a huge bathtub, a walk-in shower, and a desk for work. This accommodation has the option of a quiet view (Imam Bonjol View) or a city view (Sudirman View). The cost of this accommodation will start at IDR 2,800,000 per night.</p>
2.	 <p><i>Figure 2.3 Deluxe Corner Club Room</i> (Source: www.mandarinoriental.com)</p>	<p>This 47-square-meter room offers a king-size bed, a huge bathtub, a walk-in shower, and a desk for work. Deluxe Corner Room offers access to Mandarin Oriental Club Lounge and its benefits. This room will be charged starting from IDR 3.900,000/night.</p>

3.	 <p>(Source: www.mandarinoriental.com) Figure 2.4 Deluxe Room</p>	<p>The Deluxe Room is 47 square meters in size, has a king-size bed, a large walk-in closet, a separate bathroom area, a shower and bathtub, an LCD TV with a work desk, high-speed Wi-Fi that can connect up to six devices, and more. The level of occupancy on the day of the reservation determines the pricing for this room. The cost of this accommodation starts at IDR 2,800,000 per night.</p>
4.	 <p>(Source: www.mandarinoriental.com) Figure 2.5 Deluxe Room with Monument View</p>	<p>With a view of the famous Welcome Monument circle, the Deluxe Room with Monument View has the greatest view of any hotel. The cost of this accommodation starts at IDR 3,000,000 per night.</p>
5.	 <p>(Source: www.mandarinoriental.com) Figure 2.6 Deluxe Club Room</p>	<p>Deluxe Club Room offers a room with an included access to Mandarin Oriental Club Lounge. This room is usually given the higher floor. This room is charged starting from IDR 3,900,000/night.</p>
6.	 <p>(Source: www.mandarinoriental.com) Figure 2.7 Urban Suite</p>	<p>A king-size bed, sliding doors separating the living area and bedroom, a rain shower and bathtub, a spacious walk-in closet, an LCD TV, a wide workstation, 64 square meters, and high-speed Wi-Fi for six devices are all features of the Urban Suite. The cost of this room is IDR 4.029.000 per night.</p>
7.	 <p>(Source: www.mandarinoriental.com) Figure 2.8 Urban Suite with Monument View</p>	<p>This Urban Suite guarantees the room with the Monument View which is the view overlooking to the Welcome Monument roundabout. This is the best view in the hotel, thus giving it a more expensive price compared to the normal room. This room is charged starting from IDR 4.500.000/night.</p>


8.	 <p>Figure 2.9 Urban Suite Club (Source: www.mandarinoriental.com)</p>	<p>The Urban Suite Club Room offers a room with an included access to Mandarin Oriental Club Lounge for its guests. The room is usually assigned at a higher floor for a better view as the room rate is quite expensive. This room is charged starting from IDR 4,400,000/night.</p>
9.	 <p>Figure 2.10 Oriental Suite (Source: www.mandarinoriental.com)</p>	<p>A spacious bedroom with a king bed, a sophisticated study space, a bathtub and walk-in shower, teak floors and oriental rugs, and access to the Mandarin Club Lounge are all features of the Oriental Suite Room. There is only 5 Oriental Suites in the hotel and the cost of this 95-square-meter room starts at IDR 7,000,000 per night.</p>
10.	 <p>Figure 2.11 Mandarin Suite (Source: www.mandarinoriental.com)</p>	<p>The Mandarin Suite Room is 200 square meters, with a kitchen, a dining area for 10 people, a reception foyer, a walk-in shower and a bath with double vanity, a 63-inch television, and surround sound. There is only 1 Mandarin Suite in our whole hotel and it costs starting from IDR 50,000,000 per night.</p>

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b. Outlets


Table 2.2 Food and Beverage Outlets

No.	Food and Beverage outlets	Description
1.	 <p data-bbox="459 808 887 875">Figure 2.12 Li-Feng, Jakarta (Source: www.mandarinoriental.com)</p>	<p data-bbox="986 506 1425 949">Li Feng offers traditional Cantonese food with a modern twist. The restaurant is available for lunch and supper and is located on the second floor of the Mandarin Oriental Jakarta. Lunch is served Monday through Friday from 11:30 AM to 2:30 PM and on Sundays from 11:00 AM to 3:00 PM. The hours of 6:00 PM to 10:30 PM are when dinner is served.</p>
2.	 <p data-bbox="475 1256 887 1323">Figure 2.13 Lyon (Source: www.mandarinoriental.com)</p>	<p data-bbox="986 949 1463 1424">Lyon offers French cuisine crafted with traditional techniques. The restaurant, which serves lunch, brunch, and supper, is situated on the second floor of the Mandarin Oriental Jakarta. Monday through Friday, lunch is provided from 12:00 PM to 2:30 PM, and supper is served from 6:00 PM to 10:30 PM. On Saturdays, brunch is served from 11:30 AM until 2:30 PM. On Sundays and Mondays, Lyon is closed.</p>
3.	 <p data-bbox="475 1715 887 1783">Figure 2.14 Cinnamon (Source: www.mandarinoriental.com)</p>	<p data-bbox="986 1424 1377 1760">Cinnamon serves both cosmopolitan and authentic Asian cuisine. This all-day eating establishment, which is open every day from 6:00 AM to 10:00 PM, is situated on the second floor of the Mandarin Oriental Jakarta and offers breakfast, lunch, and dinner.</p>

4.	 <p><i>Figure 2.15 Mandarin Cake Shop</i> (Source: www.mandarinoriental.com)</p>	<p>The Mandarin Oriental Cake Shop offers a selection of handcrafted pastries, cakes, breads, sandwiches, and premium chocolates, all prepared with expert craftsmanship. Located on the ground floor of Mandarin Oriental Jakarta, it is open daily from 8:00 AM to 10:00 PM.</p>
5.	 <p><i>Figure 2.16 MO Bar</i> (Source: www.mandarinoriental.com)</p>	<p>MO Bar provides live entertainment, delectable bar food, and signature cocktails. MO Bar, located on the second floor of the Mandarin Oriental Jakarta, is open daily from 5:00 PM to 1:00 AM.</p>

c. Facilities

Table 2.3 Fitness & Wellness




No.	Facilities	Description
1.	 <p><i>Figure 2.17 Spa</i> (Source: www.mandarinoriental.com)</p>	<p>The spa, located on the 5th floor, is open from 10:00 AM to 10:00 PM. It offers various massage treatments: Balinese, Jetlag, Royal Javanese, Urban, Jetlag, Therapeutic, and Swedish, with prices ranging from IDR 600,000 to more than IDR 1.000.000.</p>

2.	 <p style="text-align: center;">Figure 2.18 Fitness Centre (Source: www.mandarinoriental.com)</p>	<p>The Fitness Centre, located on the 5th floor of Mandarin Oriental Jakarta, offers professional instructors, comprehensive fitness equipment, and a comfortable environment. Open daily for 24 hours but before 6:00 AM and after 10:00 PM requires a staff to open the access for guests. It provides one-year memberships for individuals, couples, and corporations and daily access options for guests.</p>
3.	 <p style="text-align: center;">Figure 2.19 Azure (Source: www.mandarinoriental.com)</p>	<p>Azure is the swimming pool at Mandarin Oriental Jakarta, located on the 5th floor. Open daily from 8:00 AM to 10:00 PM, Azure is surrounded by a garden and offers views of the cityscape from its elevated setting. In addition to swimming, Azure serves as a venue for small parties, barbecues, and special events. Azure also offers Food and Beverage services for guests in the swimming pool area.</p>

d. Venues

Table 2.4 Meeting & Events

No.	Venues	Description
1.	 <p style="text-align: center;">Figure 2.20 Grand Ballroom (Source: www.mandarinoriental.com)</p>	<p>The Grand Ballroom, located on the 3rd floor of Mandarin Oriental Jakarta, spans 590 square meters and accommodates up to 800 people. Equipped with reliable Wi-Fi, it serves as a prime venue for weddings and large events.</p>

2.	 <p>Figure 2.21 Tanjung Rasamala (Source: www.mandarinoriental.com)</p>	<p>The Tanjung Rasamala Room, located on the 3rd floor of Mandarin Oriental Jakarta, is a 100-square-meter space with Wi-Fi access and a capacity for up to 100 people, commonly used as a meeting room.</p>
3.	 <p>Figure 2.22 The Esquire Room (Source: www.mandarinoriental.com)</p>	<p>The Esquire Room, located on the 3rd floor of Mandarin Oriental Jakarta, spans 85 square meters and can accommodate up to 120 people. It is equipped with high-speed Wi-Fi.</p>
4.	 <p>Figure 2.23 The Boardroom (Source: www.mandarinoriental.com)</p>	<p>The Board Room, situated on the same floor as the Esquire Room, Tanjung Rasamala Room, and The Grand Ballroom, measures 78 square meters and can accommodate up to 60 people. It is equipped with high-speed Wi-Fi.</p>

e. Guest Service Areas



Table 2.5 Guest Service Areas

No.	Guest Services	Description
1.	 <p data-bbox="475 831 884 891">Figure 2.24 Business Centre (Source: www.mandarinoriental.com)</p>	<p data-bbox="948 495 1422 1189">Our business center provides a Large meeting room at IDR 1.210.000nett per hour with free flow coffee and tea & cookies, The Business Center also has a Small meeting room, but at the current time it is not for sale because it is used for our General Manager's office. A working station is a private area where people can work undisturbed. the price is at IDR 145.000++/hour. The business center also provides an internet voucher for guests. The price is at IDR 150.000 net per hour and at IDR 350.000 net per day. The business center is located on the 6th floor and is open from 8 am until 8 pm every day.</p>
2.	 <p data-bbox="475 1568 884 1628">Figure 2.25 Club Lounge (Source: www.mandarinoriental.com)</p>	<p data-bbox="948 1196 1422 1982">The club lounge is located in the 21st floor and is open every day from 6 am to 10 pm. The club lounge access can be obtained either through a room package that includes the access or an additional fee of around IDR 800.000++ - IDR 1.000.000++ per pax/day. The lounge is fairly big and is very private as well. It takes the space of around 5 - 6 rooms in total which makes it spacious. The lounge is completed with a conference meeting room which can accommodate 8 pax in total. The lounge is also overlooking to the monument and city view. It has a very luxurious feel to it combined with smooth jazz background music. The lounge is also complete with a reception counter so that club guests can check in and checkout in the lounge directly. The lounge is</p>

		complete with comfortable and luxurious tables and chairs for our beloved club guests.
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f. Work Areas

Table 2.6 Front Desk Agent's Work Area

No.	Work Areas	Description
1.	 <p><i>Figure 2.26 Reception Desk</i></p>	<p>The reception counter serves as the central hub for guest interactions and front office operations. It is where guests check in and out, make inquiries, and resolve any concerns. Equipped with computers and the HMS system inside. The counter is also equipped with complete tools and gadgets to assist agents for their duties.</p>
2.	 <p><i>Figure 2.27 Back Office Area</i></p>	<p>The back-office area is the area where we conduct briefings, meetings, and discussions. This is also a place where colleagues can work uninterrupted. Front desk agents usually use this area for preparing their closing reports without having to be interrupted by guests. The back area has several computers and gadgets/tools that can be used in case the ones in the front don't work.</p>

3.

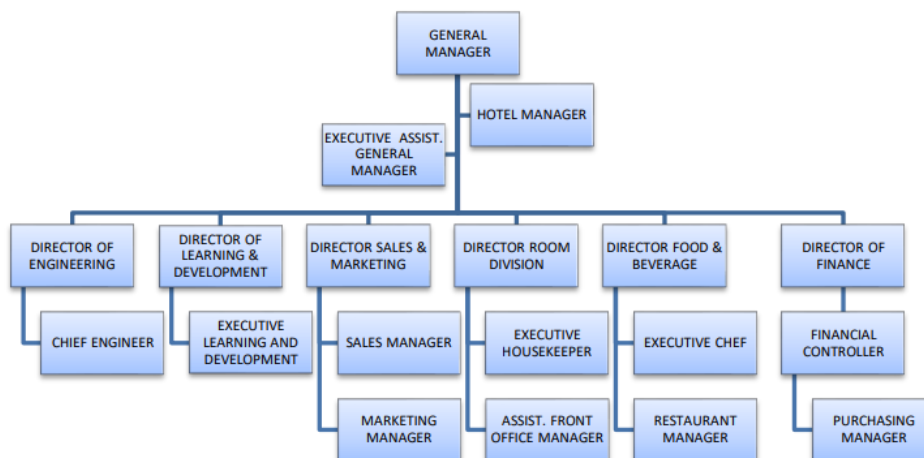


Figure 2.28 Cashier Closure Drawer

The cashier closure drawer is a secure repository used by all hotel cashiers, including the Front Office and Food and Beverage teams, to store closing reports and payment documents at the end of each shift. It ensures accurate record-keeping for financial transactions across departments. The finance and auditor teams collect these documents to verify transactions, reconcile accounts, and ensure compliance with financial protocols.

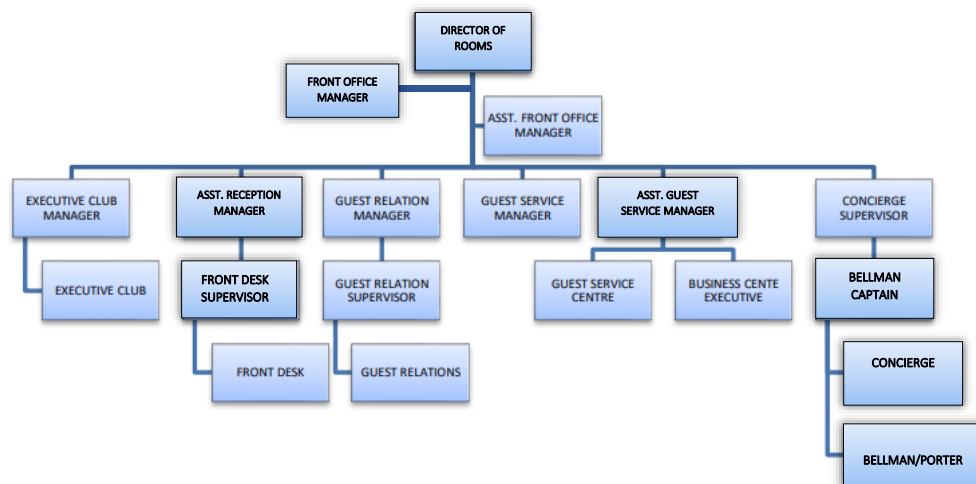
2.2 Organizational Structure

Table 2.7 Mandarin Oriental organizational structure



As seen from the picture above, Mandarin Oriental outlines a detailed framework of its organizational structure, ranging from all the departments available in the hotel. This framework guides employees to work according to their roles and understand other roles in their team and organization. This helps the workers to work together and communicate more effectively and efficiently after they understand the roles and positions of the organizational structure. When all of these roles work together in accordance with the structure, the operation will be ensured to run as smoothly as possible. As the writer will be interning in the front office department, below is the organizational structure of the Front Office department of Mandarin Oriental:

Table 2.8 Mandarin Oriental Front Office Organizational Structure



In the wide range of responsibilities in the front office department of a hotel, each role serves a crucial function in ensuring the smooth operation and service that guests expect. Leading this ensemble is the Director of Rooms, entrusted with overseeing both the Housekeeping and Front Office departments, managing the hotel's overall operations and financial aspects, and reporting pertinent details to the General Manager. Directly supporting this managerial pillar is the Front Office

Manager, whose domain encompasses the day-to-day management of Front Office operations, including evaluating staff performance, resolving guest concerns, and enforcing adherence to standard operating procedures (SOP). Assisting the Front Office Manager is the Assistant Front Office Manager, whose role involves providing comprehensive support in handling overall departmental operations, assisting with daily tasks, and compiling detailed reports on Front Office activities. The Guest Service Manager, also known as the Duty Manager, plays a pivotal role in leading briefings, addressing guest complaints, approving Front Office-related documents, and overseeing staff scheduling to ensure adequate coverage and operational efficiency. Meanwhile, the Executive Lounge Manager is tasked with managing the Executive Lounge facilities, coordinating staff schedules, and providing specialized services to Executive and VIP guests. Working diligently on the front lines are the Front Desk Agents, responsible for efficiently managing guest check-ins, fulfilling guest needs, and facilitating smooth billing and payment processes. Welcomers, or Guest Relations Executive (GREs), extend a warm welcome to arriving guests, escorting them to the Front Desk, preparing personalized welcome materials, and ensuring VIP guests receive the utmost care and attention, including room decoration and special amenities. In the realm of guest services, the Concierge and Bellmen take charge of handling guest luggage, escorting guests to the Front Desk, arranging transportation, and managing guest packages and mail. Finally, Airport Representatives play a vital role in ensuring a seamless transition for arriving guests, facilitating airport pickups, transporting guests to the hotel, and ensuring their departure is safe and hassle-free. Together, these meticulously defined roles and responsibilities form a cohesive structure dedicated to delivering exceptional guest experiences and upholding the hotel's reputation for excellence.