

CHAPTER II

GENERAL DESCRIPTION

2.1 Hotel's Profile

2.1.1 History

The rich history of the Four Seasons Hotel Jakarta can be traced back to the 1960s when it was originally established by Isadore Sharp in Toronto, Canada. In 1970, the hotel was brought to Jakarta, where it has provided guests with a luxurious and refined experience ever since. Over 21 years, the hotel has become an iconic landmark in the city, serving both residents and visitors with exceptional hospitality. Throughout the years, the hotel has undergone several transformations and renovations, including a recent reopening after a one-and-a-half-year closure. (Yuniati et al., 2023)

The new Four Seasons Hotel Jakarta, designed by Alexandra Champalimaud, offers a modern and luxurious setting in the city's Central Business District. It features 125 private suites with a residential feel, incorporating refined design elements, modern technologies, and stunning views of Jakarta's cityscape. Not only renowned for its luxurious accommodations, but the hotel is also well-known for its exceptional dining experiences. The Palm Court, overseen by Executive Sous Chef Marco Riva, presents exquisite dishes that are both visually appealing and delicious. Additionally, the hotel's spa offers guests a rejuvenating experience in a serene and elegant environment. (Hotel Four Seasons Hotel Jakarta, 2024)



Beyond its accommodations and dining, the Four Seasons Hotel Jakarta serves as a cultural and artistic hub, celebrating the city's rich history and diverse cultural aspects. Its art scene showcases a dynamic collection of art, contributing to the vibrant cultural landscape of Jakarta. In summary, the Four Seasons Hotel Jakarta has a storied history and has been a prominent fixture in the city's hospitality industry for over 21 years. It provides guests with a luxurious and refined experience, offering exceptional dining,

accommodations, and facilities designed to create memorable stays. Furthermore, it serves as a cultural and artistic hub, honoring Jakarta's rich heritage and diverse cultural heritage. (Hotel Four Seasons Hotel Jakarta, 2024)

2.1.2 Facilities

a. Room Types

Table 2.1 Room Types

Figure	Description
 <p><i>Figure 2.1 Executive Suite</i> (Source: fourseasons.com)</p>	<p>Executive Suite features large floor-to-ceiling windows with a residential view, as well as a separate living area with a sofa, armchairs, side table, soundbar, and a work desk with a charging station. There is a 48-inch LCD TV in both the bedroom and the living room. The Executive Suite comprises a total of 49 rooms with an area of 62 m² each, located on floors 6 to 19.</p>
 <p><i>Figure 2.2 Deluxe Suite</i> (Source: fourseasons.com)</p>	<p>Deluxe Suite features large floor-to-ceiling windows with a panoramic city view, as well as a separate living area with a sofa, armchairs, side table, soundbar, and a work desk with a charging station. The Deluxe Suite comprises 47 rooms, each with an area of 62 m², located on floors 6 to 19.</p>

 <p>Figure 2.3 Premiere Suite (Source: foursearsons.com)</p>	<p>The high ceilings and floor-to-ceiling windows in the private suite add light to the already glamorous and functional space. Premiere Suite has 26 rooms with an area of 68m² each, located on floors 6 -19.</p>
 <p>Figure 2.4 Ambassador Suite (Source: foursearsons.com)</p>	<p>Bright, spacious, and exceptionally large, the suite on the 19th floor is perfect for those seeking entertainment. The Ambassador Suite comprises only 1 room with an area of 195m², located on the 19th floor. The view from this room is a Residential View.</p>
 <p>Figure 2.5 Presidential Suite (Source: foursearsons.com)</p>	<p>Designed by New York-based designer Alexandra Champalimaud, the design and décor of this two-bedroom suite are inspired by neoclassical style. The luxury of gold-leaf ceilings, customized chandeliers, curated artworks, and panoramic skyline views from floor-to-ceiling windows are complemented by advanced functionality and continuously enhanced facilities and services, making this the ultimate suite experience in the city. The Presidential Suite comprises only 1 room with an area of 330m², located on the 19th floor. The view from this room is a City View.</p>

b. Restaurants

Table 2.2 Restaurants

Figure	Description
 <p data-bbox="432 770 788 848">Figure 2.6 Palm Court (All day) (Source: fourseasons.com)</p>	<p data-bbox="884 427 1353 730">Palm Court, situated on the ground floor, accommodates 84 guests with seating. It serves as a venue for breakfast, lunch, and dinner. Patrons have the option to dine buffetstyle or à la carte. The menu at Palm Court spans a wide array of cuisines, including Western, Asian, Italian, Chinese, Indian, International, and exquisite selections from the Pastry and Bakery sections.</p>
 <p data-bbox="400 1167 788 1272">Figure 2.7 Alto Restaurant and Bar (Italian Restaurant) (Source: fourseasons.com)</p>	<p data-bbox="884 860 1353 1429">The Restaurant and Bar is located on the 20th floor, with a seating capacity of 135 people, distributed as follows: 53 people in the main dining room, 28 people in the semi-private room, 12 people in the private room, 10 people in the cigar room, 16 people in the bar, and 16 people on the balcony. Alto Restaurant and Bar offers a variety of Italian dishes ranging from antipasti/appetizers, soups, main courses, to desserts. The restaurant serves traditional Italian dishes with incredibly delicious flavors and exceptionally modern and beautiful presentations. The penthousestyle terrace and rich red interior complement the delicious traditional Italian dishes prepared by Executive Chef Marco Violano on the 20th-floor restaurant.</p>
 <p data-bbox="405 1767 815 1845">Figure 2.8 La Patisserie (Cake Shop) (Source: fourseasons.com)</p>	<p data-bbox="884 1442 1353 1805">La Patisserie, situated on the ground floor and neighboring Palm Court and Nautilus, presents an assortment of delicate pastries reminiscent of exquisite gems showcased in a Tiffany blue boutique, providing sought-after delicacies in Jakarta. Additionally, La Patisserie offers a range of freshly baked bread and delectable cakes, each presented with distinctive flair. Situated o the first floor, the Nautilus Bar offers an enticing and secluded atmosphere.</p>

 <p style="text-align: center;">Figure 2.9 Nautikus Bar (Source: fourseasons.com)</p>	<p>This European-inspired bar on the ground level creates an intimate environment perfect for savoring cocktails, artisanal single-malt whiskies, and delightful small plates of snacks, ideal for sharing among friends.</p>
 <p style="text-align: center;">Figure 2.10 Dolcetto (Coffe Shop) (Source: fourseasons.com)</p>	<p>Dolcetto, situated on the first floor, provides a variety of nutritious and indulgent dishes, expertly prepared by the culinary team at Four Seasons. Additionally, their selection of handcrafted specialty teas from Illy coffees and TWG is an ideal way to kickstart the day. Moreover, Dolcetto offers straightforward and convenient catering options tailored for office professionals. Whether it's pastries and coffee for morning meetings, sandwiches and salads for midday gatherings, or delightful sweets and Illy brew for evening discussions, Dolcetto ensures that every occasion is catered to with ease.</p>

c. Recreation Facilities

Table 2.3 Recreation Facilities


Figure	Description
 <p style="text-align: center;">Figure 2.11 Pool Bar (Source: fourseasons.com)</p>	<p>Situated on the 5th floor, the Pool Bar serves as a haven for relaxation, socializing with fellow guests, and basking in the warmth of the Indonesian sun. Guests can unwind by the resort-style swimming pool while indulging in refreshing cold cocktails. The Pool Bar boasts an array of exotic cocktails, along with light snacks, and provides complimentary chilled water, frozen fruits, and iced treats for added refreshment.</p>



Figure 2.12 The Library

(Source: fourseasons.com)

This space serves as a storytelling hub, where hidden banquettes, enclosed booths, and spacious lounge chairs come together to craft a comfortable and intimate environment for guests to engage in conversations with friends or partners.



Figure 2.13 The Spa at Four Seasons

(Source: fourseasons.com)

The spa at Four Seasons Hotel Jakarta provides a comprehensive range of treatments, catering to every part of the body. Enhanced by its interior design and tranquil spa atmosphere, guests can experience a heightened sense of comfort and relaxation.




Figure 2.14 Fitness Centre

(Source: fourseasons.com)

Children have the opportunity to play, frolic, and experience something unique compared to other places in Jakarta. The resort-style swimming pool at Four Seasons provides a perfect environment for relaxation and sunbathing. Situated on the 5th floor of the Four Seasons Hotel Jakarta, it offers guests the chance to enjoy excellent fitness facilities. The sophisticated fitness center boasts state-of-the-art sports equipment and a multipurpose sports studio. Fitness Facility there are: Weighing Training Equipment , Cardiovascular equipment , Outdoor fitness classes 6, Complimentary coffee, tea and healthy water infusion , Complimentary fruit.

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	<p>The swimming pool, situated on the 5th floor near The Spa, is outdoors. Its dimensions measure 5.4 m x 27.2 m. Adjacent to the poolside are loungers and hanging beds, creating an environment where guests can momentarily forget that they are in the bustling capital city of Jakarta.</p>
<p align="center">Figure 2.15 Pool (Source: foursearsons.com)</p>	

d. Meeting and Events


Table 2.4 Meeting and Events

Figure	Description
 <p align="center">Figure 2.16 Grand Ballroom (Source: foursearsons.com)</p>	<p>Situated on the 5th floor, the Grand Ballroom covers an expansive area of 701 m². It serves as an exquisite venue for hosting opulent and luxurious wedding receptions. Offering a view of the private garden terrace, the Grand Ballroom boasts large windows. With a capacity ranging from 1,300 to 1,500 individuals, it can be partitioned into two separate meeting spaces, known as Ballroom 1 and Ballroom 2.</p>
 <p align="center">Figure 2.17 Salon 1 (Source: foursearsons.com)</p>	<p>Salon 1 serves as a meeting room featuring a luxurious interior design inspired by royalty. Situated on the 2nd floor, it covers an area of 35 m².</p>
 <p align="center">Figure 2.18 Salon 2 (Source: foursearsons.com)</p>	<p>Salon 2 is a meeting room designed with an opulent interior concept inspired by royalty. Positioned on the 2nd floor, it spans 35 m² and accommodates up to 9 individuals. This meeting space comes fully equipped with necessary meeting amenities placed on its table, along with an LCD projector.</p>

 <p>Figure 2.19 Jumantara Meeting Room (Source: fourseasons.com)</p>	<p>Jumantara, situated on the 3rd floor and spanning an area of 51 m², offers versatility in its setup options for meetings. These include u-shape style, theater style, classroom style, banquet style, or hollow square style. During meetings, a buffet is commonly arranged for coffee breaks, while lunch or dinner is typically served in the foyer.</p>
 <p>Figure 2.20. Kirana Meeting Room (Source: fourseasons.com)</p>	<p>Kirana resembles Jumantara in many ways. Positioned on the 3rd floor, directly facing Jumantara, Kirana covers an area of 51 m². It offers flexibility in setup, accommodating various styles such as u-shape, theater, classroom, banquet, or hollow square. During meetings, coffee breaks are usually accompanied by a buffet setup, while lunch or dinner is arranged in the foyer.</p>
 <p>Figure 2.21 Amerta Meeting Room (Source: fourseasons.com)</p>	<p>Amerta, situated on the 3rd floor and covering an area of 51 m², is arranged as a boardroom style meeting room, thus its table configuration cannot be changed. During meetings, coffee breaks usually feature a buffet setup, while lunch or dinner buffets are typically arranged in the foyer.</p>

e. Facilities at Pastry and Bakery Four Seasons Jakarta

Table 2.5 Facilities at Pastry and Bakery Four Seasons Jakarta

Figure	Description
 <p>Figure 2.22 Standing Mixer (Source: author's data)</p>	<p>The mixer machine is for making a large amount of dough such as croissant dough, muffin dough, pancake dough, etc.</p>

 <p>Figure 2.23 Dough Sheeter (Source: author's data)</p>	<p>Sheeter machine is located next of the mixer machine, this is for making Danish dough and other dough thinner.</p>
 <p>Figure 2.24 Dry Storage (Source: author's data)</p>	<p>Dry storage rack is for putting all the ingredients organized and clean. All the ingredients must be organized in here to make sure all the products are ready to make.</p>
 <p>Figure 2.25 Profing Machine and Oven (Source: author's data)</p>	<p>Proofing machine is on the left side and oven deck is on the middle and the right side is oven combi and under oven is hot box. Located on the corner of the pastry.</p>
 <p>Figure 2.26 Working Space (Source: author's data)</p>	<p>Table working are separated between pastry and bakery. Under chiller of pastry there is egg chiller.</p>





 <p>Figure 2.27 Chiller Pastry (Source: author's data)</p>	<p>This is the pastry chiller, this chiller only keeps the pastry products and not allowed other products is put in here.</p>
 <p>Figure 2.28 Chiller Bakery (Source: author's data)</p>	<p>This is the chiller bakery, all the bakery products supposed to be stored in here. Located near of the bakery working space.</p>
 <p>Figure 2.29 Freezer Pastry and Bakery (Source: author's data)</p>	<p>This is the walk in freezer, located inside of the bakery chiller there is a door again. All the pastry and bakery product that must be stored freeze all keep in this freezer.</p>
 <p>Figure 2.30 Stewarding Area (Source: author's data)</p>	<p>Stewarding area for pastry, main kitchen, and garde manger. Mostly all the dirty equipment are cleaned and washed by the stewarding team in here. If we need some tools we can ask the stewarding to take it.</p>



Figure 2.31 Spray Machine
(Source: author's data)

Spraying area for chocolate, this located inside of the chocolate room. The machine is using spray gun for making bonbon or belt that need to sprayed. Under that there is a rack to put all the chocolate decoration.






Figure 2.32 Chocolate Room Table
(Source: author's data)

Working table at chocolate room, there is a rack to put all the mold and a few insert to put all the chocolate.



Figure 2.33 Under ChillerChocolate Room
(Source: author's data)

Under the working table there is a macaron chiller, all the macarons are supposed to put in here.

 <p>Figure 2.34 Chocolate Machine and Hot Box (Source: author's data)</p>	<p>Chocolate machine is the left side and and the hot box is on the right side. The hot box is for cocoa butter and the coloring for the chocolate.</p>
 <p>Figure 2.35 Cupboard Chocolate Room 1 (Source: author's data)</p>	<p>This is a cupboard for the chocolate room supplies such as mold, ring cutter, hand gloves, plastic wrap. On the right there is a rack for storing all the chocolate decoration. For example, it is a Sakura tree for afternoon tea.</p>
 <p>Figure 2.36 Cupboard Chocolate Room 2 and Chiller Chocolate (Source: author's data)</p>	<p>On the left and right side it is a chocolate chiller for storing a bonbon or chocolate decoration that must be put in the chiller. On the middle it is a cupboard additional to store some of the ingredients for pastry and bakery.</p>

2.2 Organizational Structure

In hotels, organizational charts are considered crucial, as they are relied upon for providing a visual representation of the company's structure. Their importance lies in ensuring clarity in roles and responsibilities, facilitating the understanding of positions and reporting lines by employees. This clarity, in turn, leads to enhanced communication efficiency, assists in effective decision-making, and contributes to the streamlining of workflows. Moreover, organizational charts enable the quick comprehension of department layouts and colleagues by new staff members. They also aid in the identification of potential workflow bottlenecks, allowing for necessary adjustments, and are utilized as essential tools for succession planning, identifying, and preparing employees for future leadership roles. Overall, these charts are deemed critical for efficient hotel management, as they promote clear communication, streamlined processes, and the effective utilization of resources.

Table 2.6 Four Seasons Hotel Organizational Structure

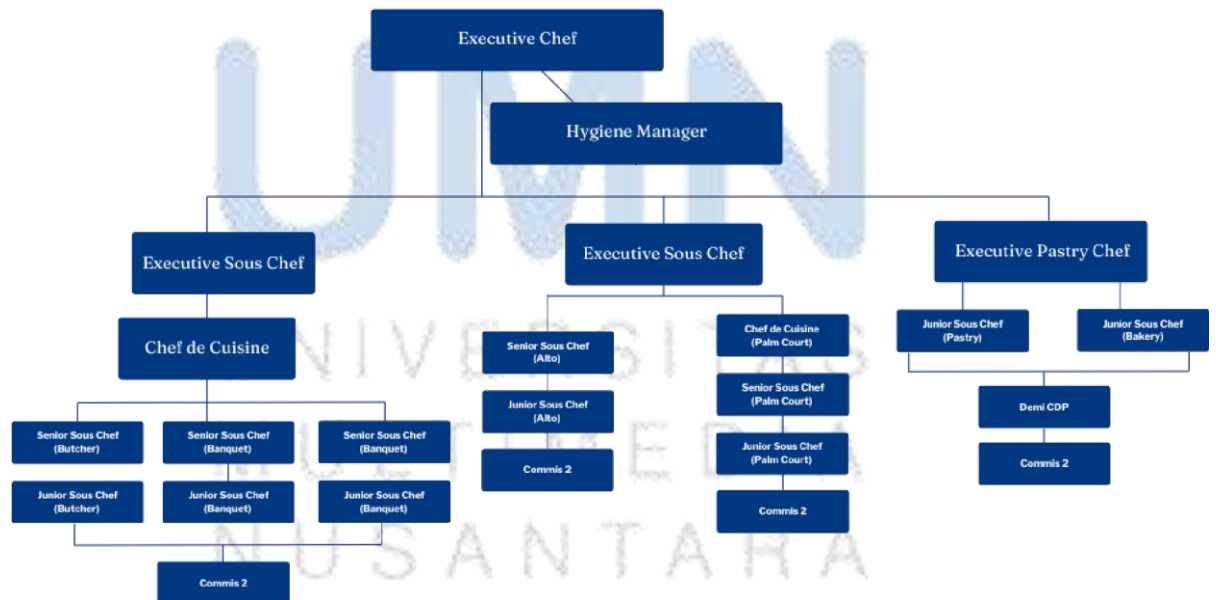
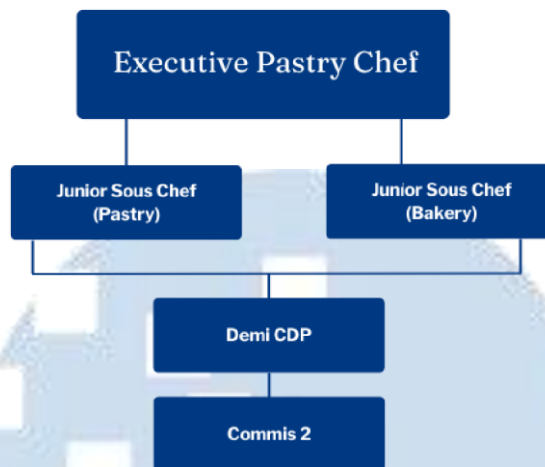


Table 2.7 Pastry and Bakery Hotel Organizational Structure



Often known as Chef De Cuisine or simply referred to as 'Chef', this culinary professional primarily holds administrative responsibilities. Even in smaller hotels, a Chef is expected to be actively involved in food preparation. The duties and obligations of a Chef encompass supervising the kitchen under their jurisdiction, crafting menus, and formulating standard recipes alongside their associated food costs. Additionally, they are responsible for creating purchase orders for necessary ingredients and predicting anticipated outcomes. Furthermore, a Chef plays a crucial role in guiding and managing staff and subordinates, ensuring efficient teamwork and coordination. They are also tasked with monitoring the operational flow of the kitchen, particularly during hotel operating hours, to maintain smooth and efficient service.

The Assistant Chief Cook, also known as the Sous Chef, assumes a crucial role within the kitchen environment. Their primary responsibilities revolve around stepping into the Chef's position during times of absence or leave, ensuring continuity and smooth operation of kitchen activities. This key team member shoulders the responsibility of overseeing kitchen operations, particularly in the Chef's absence, to maintain productivity and uphold quality standards. Their duties encompass a range of tasks aimed at preserving the efficiency and functionality of the culinary workspace. As the Sous Chef, they are entrusted with executing the Chef's directives and maintaining consistency in food preparation and service. In addition to managing day-to-day kitchen tasks, they play a vital role in leading and

supervising kitchen staff to ensure cohesion and effective teamwork. Furthermore, the Sous Chef's role involves upholding the kitchen's standards and protocols, ensuring that food production proceeds seamlessly even when the Chef is not available.

Their adaptability and skill in assuming leadership responsibilities contribute significantly to the smooth operation of the culinary establishment. The Demi Chef de Partie holds the responsibility of ensuring the efficient operation of a specific section within their purview. They oversee tasks, organize work distribution among their team, and may even engage directly in food preparation. Acting as a representative. Assistance in executing tasks is provided by cooks or commis, with their number dependent on the workload of each section. A Commis 2 Pastry is responsible for a variety of tasks that support the pastry team in daily operations. In an internship program, the roles of Executive Chef, Chef de Cuisine, Senior Sous Chef, Junior Sous Chef, Demi Chef, Commis 2 are essential in the kitchen environment. Each role contributes to the overall operation of the kitchen, ensuring the smooth execution of food preparation, service, and team management. The skills that can be gained by working with these team members include:

1. Culinary techniques and knowledge
2. Kitchen equipment handling and maintenance
3. Food handling and sanitation
4. Cleanliness and organization
5. Team management and leadership
6. Menu planning and preparation
7. Food safety and HACCP adherence
8. Quality control and consistency
9. Time management and prioritization
10. Communication and collaboration

A potential career path for someone starting in an internship program could involve:

- a) Gaining experience and proficiency in each role, starting from Commis 2 and moving up to Demi Chef De Partie and eventually Sous Chef.

- b) Building a strong foundation in culinary techniques, kitchen equipment handling, and food safety protocols.
- c) Developing leadership and team management skills through experience in supervising and training kitchen staff.
- d) Networking with chefs and industry professionals to learn about potential job opportunities and career advancement.
- e) Ask the head of internship organizer to sign the document of internship report. Make sure it signed.
- f) Continuously updating culinary knowledge and skills through ongoing training and professional development.
- g) Considering specializations in a particular cuisine or culinary technique to differentiate and enhance career prospects.

By gaining experience in various roles and continually developing skills, an individual can progress from an internship program to a successful career in the culinary industry.

