

## CHAPTER II

### COMPANY OVERVIEW

#### 2.1. Hotel's Profile

##### 2.1.1. History

This hotel began construction 2.5 years ago JHL Solitaire Gading Serpong offers classy accommodation for the general public. This is the first five-star hotel in Banten Province (Tomi, 2018) .

The presence of this hotel is expected to fulfill the need for a luxury hotel for the upper middle class. Located on Jalan Gading Serpong Boulevard, JHL Solitaire is near with some public area like ICE BSD , the Swedish household equipment center (IKEA), shopping centers from Japan (AEON), large companies, well-known universities and trusted hospitals.

Apart from that, there are also several toll accesses which are currently still under construction. So, this hotel is easy to reach from any location, JHL Solitaire Gading have the architectural design .JHL Solitaire have 141 Premier and Suite types which includes amenities and facilities that ensure guests' comfortable stay and JHL Solitaire already making their own bottle (Group, J. 2023) .

Another excellent choice is the Chairman's Suite which has a very spacious living room, bedroom and bathroom with the best decoration and luxurious furnishings. Various superior facilities are offered to guests such as the Sky Ballroom which offers city views with a capacity of up to 800 people and meeting rooms to suit needs. MICE (Meeting, Incentive, Convention, Expo) needs, or even become an exclusive wedding venue for the people of the Tangerang area.

The hotel also has a choice of restaurants and bars that offer culinary experiences with specific and impressive themed concepts. For example, Mangan All Day Dining Restaurant, Chinese resto royal 8, Empress bar , Al Gusto, Castro Lounge & Cigar Bar and Anni Fleu Et Café .Not only that, guests will also be pampered with other best facilities such as a swimming pool with an outdoor concept which provides a refreshing atmosphere .There is also The Workout for

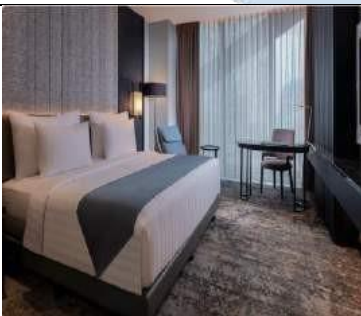

guests who are active in sports and LE Mere Glam Et Beaute Lounge which provides a variety of beauty treatments and is served by experienced experts .Apart from that, there is also Aqua Spa Wellness which provides the first luxury spa experience by providing a therapeutic massage experience in a relaxed and calm atmosphere.

2.1.1. Facilities

A. Room Type



JHL hotel have This hotel has 141 rooms divided into Premier and Suite types which are equipped with luxury amenities and facilities that ensure guests' comfortable stay. Another excellent choice is the Chairman's Suite which has a very spacious living room, bedroom and bathroom with the best decoration and luxurious furnishings:

Table 2.1 Rooms in JHL Hotel Jakarta

No.	Room Type	Description
1.	 <p data-bbox="539 1451 810 1487"><i>Figure 2.1 Premier room</i></p>	<p data-bbox="963 1137 1471 1290">This room have 35 square meters for the size. And this room is the cheapest room in JHL Solitaire and this room get free breakfast for 2 persons</p>
2.	 <p data-bbox="478 1800 874 1845"><i>Figure 2.2 Premier Accessible room</i></p>	<p data-bbox="963 1487 1471 1639">Same like premier room with 35 square for the room size but this room have special service that for people that need support with wheelchair.</p>





<p>3.</p>	 <p><i>Figure 2.3 Executive club</i></p>	<p>This room have 38 square for the room size already include breakfast , tea afternoon for 2 persons.</p>
<p>4.</p>	 <p><i>Figure 2.4 Junior suite</i></p>	<p>This room have 45square for the room size this room already include with breakfast, tea afternoon and mini bar for 2 persons</p>
<p>5.</p>	 <p><i>Figure 2.5 Executive suite</i></p>	<p>Executive suite have 56 square for the room size this room is for families on vacation or business travelers this room have a living room designed.</p>

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6.	 <p style="text-align: center;"><b>Figure 2.6 Solitaire signature suite</b></p>	<p>Solitaire signature suite have 129 square for the room size this room have dining table, executive work desk, spectacular view and this room also have separate living area</p>
7.	 <p style="text-align: center;"><b>Figure 2.7 Deluxe Apartment</b></p>	<p>This room have luxury and 227 square for the room size, this room also called chairman suite with a separate living room, a long dining table, an executive work desk, a kitchenette, a bathroom with a separate rain shower, and jacuzzi</p>



**Table 2.2 Food and Beverage Outlets**

No.	Food and Beverage outlets	Description
1.	 <p style="text-align: center;"><b>Figure 2.8 Mangan all day dining restaurant</b></p>	<p>This restaurant is open for alacarte service and breakfast, lunch and dinner service and this restaurant located at the second floor .</p>

<p>2.</p>	 <p><i>Figure 2.9 Al gusto Italian dining</i></p>	<p>Al gusto is a bar that provide cigar , the modern and minimalist interior design is combined with the Italian menu to add a great Italian dining experience</p>
<p>3.</p>	 <p><i>Figure 2.10 Castro lounge and cigar bar</i></p>	<p>Castro lounge and cigar bar is serving some snacks for the guest castro lounge also serving soft drinks, coffee and alcohol drinks. And we can also enjoy tantalizing selection of freshly-baked bread, desserts, pralines, and pastries</p>
<p>4.</p>	 <p><i>Figure 2.11 Le blue café des Fleus</i></p>	<p>Le blue giving a good service and provide tea and cake for the guest. This café is also have a good interior so the guest can take a photo for social media posting.</p>
<p>5.</p>	 <p><i>Figure 2.12 Empress bar China</i></p>	<p>Empress bar is a bar with a Chinese concept. This bar have a concept with a new nuance by having secret recipes of the best cocktails the staff called Apothecary , they also provide DJ for event.</p>

6.	 <p><i>Figure 2.13 Royal eight Chinese dining</i></p>	<p>Royal eight is a place that guest want to eat Chinese food, this restaurant located at 5 floor his restaurant not only serving food but also have a good interior and royal eight is a semi fine dinning restaurant.</p>
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Table 2.3 Fitness & Wellness

No.	Facilities	Description
1.	 <p><i>Figure 2.14 Swimming pool</i></p>	<p>This swimming pool that have a city view and for the pool size is 144 sqm, and small pool for kids</p>
2.	 <p><i>Figure 2.15 Gym</i></p>	<p>Gym with many type of equipment. And also providing adjoining room for dance and aerobics, as well as outdoor relaxation patios.</p>






<p>3.</p>	 <p style="text-align: center;"><i>Figure 2.16 Aqua spa</i></p>	<p>Aqua spa is a place that guest who want to relaxing their body and mind with unique hydro-thermal experience, and also provide guests with an authentic cultural</p>
<p>4.</p>	 <p style="text-align: center;"><i>Figure 2.17 kids spa</i></p>	<p>A day at Acquaree kid's spa will draw a lasting smile for kids. This area for kids to play ,one of the highlights here is the Mud Room - a healthy excuse to get dirty by using mud as a therapeutic treatment,</p>
<p>5.</p>	 <p style="text-align: center;"><i>Figure 2.18 Le mere salon</i></p>	<p>This is a salon that located inside jhl solitaire hotel and this salon is open for public, LE MERE is equipped with a VIP room for guest comfort.</p>

Table 2.4 Meeting & Events

No.	Facilities	Description
1.	 <p data-bbox="571 636 831 667"><i>Figure 2.19 Sky ballroom</i></p>	<p data-bbox="986 412 1465 562">Sky ballroom is for event that like weddings, and birthday events. Sky ballroom is located at 15 floor and sky ballroom can fit for 300 pax.</p>
2.	 <p data-bbox="571 1046 831 1077"><i>Figure 2.20 Meeting room</i></p>	<p data-bbox="986 732 1465 1016">This is a room that booked for meeting from some company to do meetings. And JHL have some meeting room that name is citrine, zircon, lapis lazuli, moonstone, garnet, topaz and tourmaline. Meeting room is located at 2 floor and 6 floor.</p>

## 2.1 Organizational Structure

Organizational structure is needed to make the company easier to know each part, be responsible in work and know each part duties and each department that has different obligations in carrying out operations. This is the organizational structure of JHL Hotel Solitaire.

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Table 2.5 JHL Solitaire organizational chart

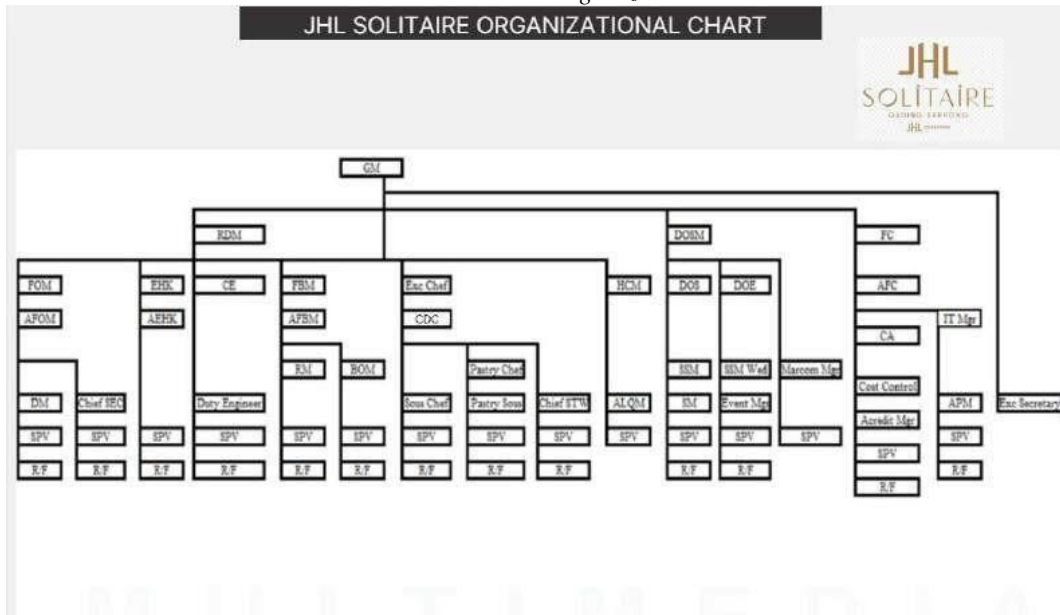
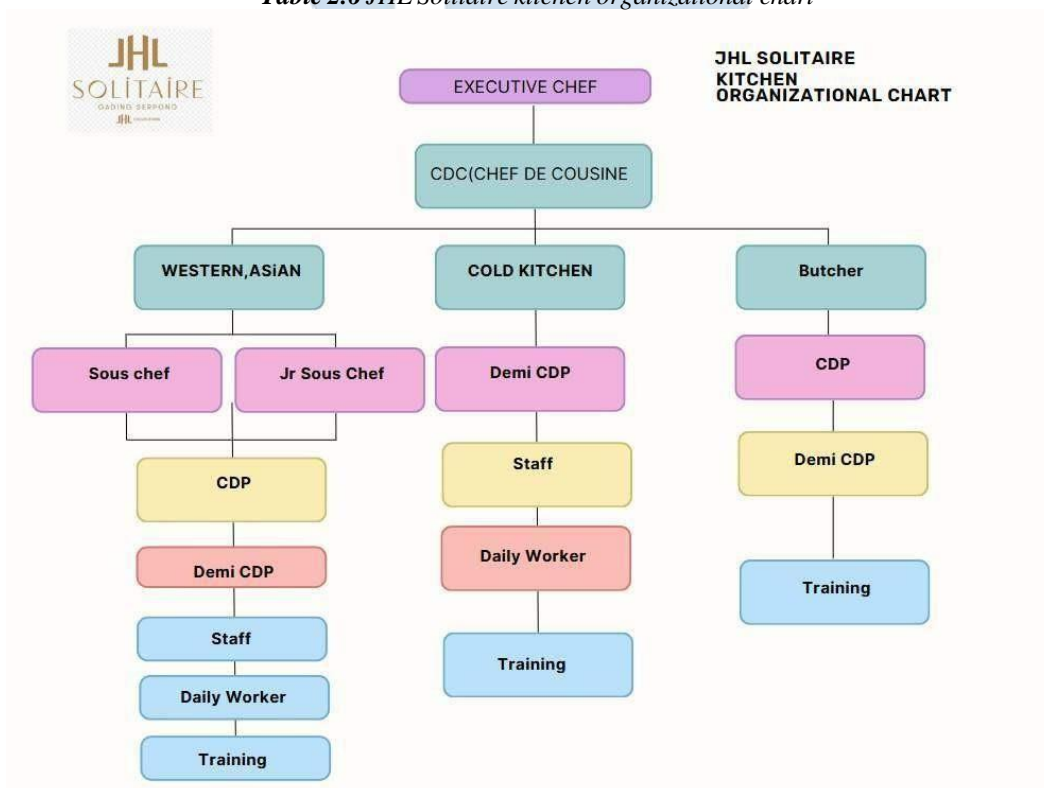
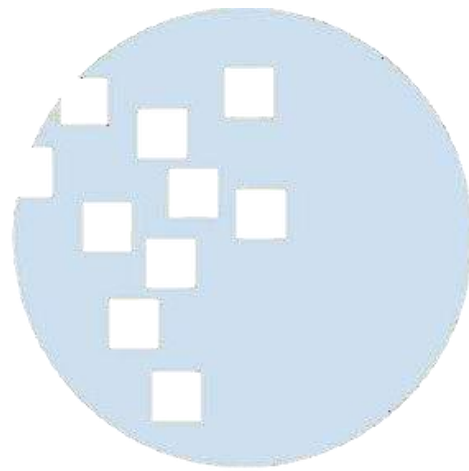


Table 2.6 JHL Solitaire kitchen organizational chart



This is kitchen organizational chart with executive as a leader in the kitchen with CDC to manage kitchen menu and plating, sous chef and jr sous chef is for helping

cdp,demi cdp, daily worker for checking the food quality and the taste, and training for helping preparing the cooking material. And butcher section that have structure from CDP,demi CDP and then training the job description is for preparing protein for asian,western section. And cold kitchen that have a structure start with demi CDP, staff , training the job description is making salad, fruit slice, sushi.



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