

## CHAPTER 2

### GENERAL DESCRIPTION

JHL Solitaire GadingSerpong is a premium, luxury hotel in GadingSerpong, a rapidly expanding suburb in the Tangerang sector of Greater Jakarta, Indonesia. The hotel is known for its elegant design and world-class services, which combine modern comfort with traditional Indonesian hospitality.



Figure 2.1 JHL SolitaireLogo

The JHL Group, a well-known name in Indonesian real estate and hospitality, created the JHL Solitaire hotel. The group is well-known for its idea of developing luxury residences that prioritize high-end services and innovative architecture. The concept behind JHL Solitaire GadingSerpong was to build a flagship hotel that would cater to the expanding number of business and leisure travelers in the GadingSerpong region.




The region has undergone substantial development in recent years, with an increasing demand for premium hotels to support both tourism and the thriving local economy. The hotel's official opening in 2016 marked a new chapter in Tangerang's hospitality sector. It immediately gained notoriety for its luxury facilities, strategic location, and commitment to providing great services.




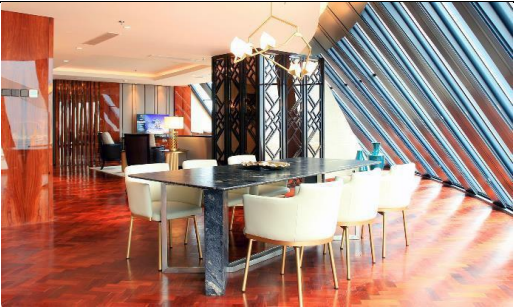
## Facilities

JHL solitaire has a total of 5 Outlet, Royal 8 Chinese Restaurant, Empress Chinese Bar, Mangan all day dining, Al Gusto Italian Resto and bar, and LÉ BLEU Café des Fleurs. There are other several facilities like meeting room on the 6th floor, Ballroom on the 15th floor. Swimming pool on the 5th floor. There also LE MÈRE Glam et Beauté Lounge on the Ground floor and Acquaree Spa Journey along with JHL Solitaire Gym on the 3rd floor.

## Rooms

**Table 2.1 Room Types**

Figure	Description
 <p><b>Figure 2.2 Premier Room</b></p>	A magnificent room with a size of 35 sqm and a beautiful view of GadingSerpong City, Tangerang. JHL Solitaire GadingSerpong provides a very comfortable bed and luxurious linens for a very luxurious sleeping experience. Also enjoy the convenience of facilities in the room, such as connection cable equipment to connect digital devices to a laptop or TV.
 <p><b>Figure 2.3 Premier accessible Room</b></p>	A room that is friendly to guests with special needs. Specially designed for guests with limited mobility. To facilitate wheelchairs in the room, this room has a size that is very suitable for the needs of moving with a wheelchair.
 <p><b>Figure 2.4 Executive Club Room</b></p>	Executive Club presents exclusive design features with an area of 38 sqm will add a sense of comfort. Modern and soundproof decoration will keep you away from the hustle and bustle of Tangerang city.

 <p><b>Figure 2.5 Junior Suite Room</b></p>	<p>With an area of 45 sqm, the Junior Suite is the right choice for guests who want space. Surrounded by large glass windows, it will provide a direct view of GadingSerpong City from every corner of the room.</p>
 <p><b>Figure 2.6 Executive Suite Room</b></p>	<p>Executive Suites has an elegant 56 sqm room area, also provided with a living room with a direct view of GadingSerpong City, Tangerang.</p>
 <p><b>Figure 2.7 Solitaire Signature Suite</b></p>	<p>Solitaire Signature Suite with 129 sqm and separate living room is the best choice. Inside the Suite there is a spacious dining table, modern work desk, cooking utensils, bathroom with Shower and Bathtub and beautiful view of GadingSerpong City, Tangerang.</p>
 <p><b>Figure 2.8 Chairman Suite Room</b></p>	<p>Chairman Suites offers a suite with an area of 227 sqm and a separate living room is the best choice. Inside the Suite there is a spacious dining table, modern work desk, cooking utensils, bathroom with Shower and Bathtub and a beautiful view of the GadingSerpong City skyline, Tangerang.</p>

## Restaurants

- Mangan All day Dining



Figure 2.9 Mangan Restaurant

JHL Solitaire's main restaurant serves food all day long, from breakfast to lunch to dinner. It is located on the 2nd floor of the hotel. The restaurants gave buffet and à la carte service with a wide selection of local, Asian and international menus.

- Al Gusto Italian Resto and bar



Figure 3.0 Al Gusto Italian Resto and bar

An elegant yet casual Italian restaurant on the 2nd floor of JHL Solitaire, serving authentic Italian cuisine. The Restaurant gave Italian dining service with menu items such as oven-baked pizza, pasta, antipasti, and selected wines.

- LÉ BLEU Café des Fleurs



Figure 3.1 LÉ BLEU Café des Fleurs

florist style café on the ground floor of the hotel, combining floral decorations with pastel interior design and high ceilings, creating an elegant & Instagrammable ambience. The main menu served un the café consist of desserts, pastries, sweets: cakes, macarons, cookies, cupcakes; also available light snacks and premium tea/coffee & fruit juice drinks

- Royal 8 Chinese Restaurant



Figure 3.2 Royal 8 Chinese Restaurant

semi-fine dining in the style of a cozy and elegant modern Chinese restaurant. Serving authentic Chinese menu from various regions in China, including dim sum and family lunch (yum cha), as well as dinner and dessert options.

- Empress Chinese Bar



Figure 3.3 Empress Chinese Bar

Traditional Chinese pharmacy-themed bar with dim interiors, elegant sofas, and a mysterious lounge that is very cozy. Serving a collection of signature "Apothecary Cocktails" such as Agimat, Carpe Diem, as well as a selection of exclusive premium wines and spirits. Created by a team of mixologists aka "pharmacologists"

#### Other Facilities

- LE MÈRE Glam et Beauté Lounge



Figure 3.4 LE MÈRE Glam et Beauté Lounge

The first five-star salon in Tangerang and open to the public, not just hotel guests. It is approximately 90 m<sup>2</sup>, with two VIP rooms (for one or two people) and one VVIP room equipped with a private hydraulic washbak and comfortable sofa-providing premium privacy.

- Acquaree Spa Journey



Figure 3.5 Acquaree Spa Journey

Southeast Asia's first thematic children's spa designed for children aged 3-12 years old. Operating as a dedicated family facility on the 3rd floor of JHL Solitaire, it is a mix of spa treatments and educational water play that is safe and fun. Children will be invited to walk through several rooms with different concepts, such as:

- Circuit Entrance: a creative sensory tunnel similar to a fantasy cave
- Rinsing Shower / Rain Forest: a room with artificial rain for a safe rain shower sensation inside the building
- Sauna Room & Mist Corridor: a warm steam zone made light for children's skin, followed by a fun mist corridor
- Mud Room (Razul Area): a safe and therapeutic natural volcanic mud area for natural exfoliation of children's skin
- Hammam Area & Hide and Seek Cocoon: steam area and children's hidden playground for creative exploration

- Water Playground: covered with interactive water games and a fun water spray arena. Outdoor rides are also available when weather permits

### 2.3. Organizational Structure

In JHL Solitaire the General Manager supervise every Departement, there are 14 Management position in JHL, but because the writer was positioned in the Food and Beverage Service, the writer will only describe the structure organization in the Food and Beverage Service department. Below is the structure organization:

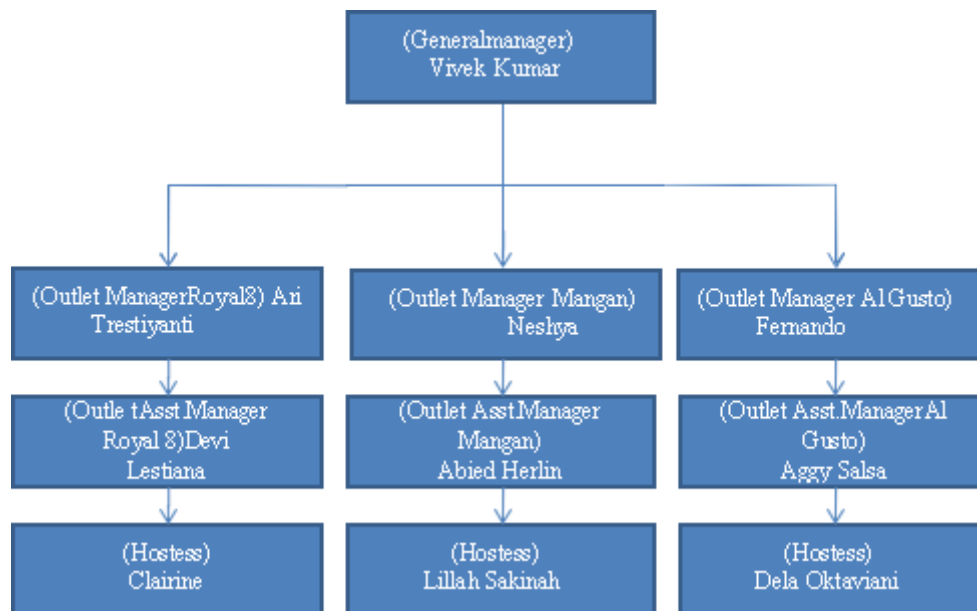


Figure 3.6. Structure Organization

The organizational structure of the Food and Beverage (F&B) Service Department at JHL Solitaire Hotel follows a hierarchical format under the supervision of a General Manager. Reporting directly to the General Manager are three Outlet Managers, each responsible for a specific restaurant outlet—Royal 8, Mangan, and Al Gusto. These Outlet Managers oversee the day-to-day operations of their respective outlets, ensure service quality, coordinate staff, manage guest relations, and uphold the hotel's service standards.

Each outlet also includes an Assistant Outlet Manager, who supports the Outlet Manager in operational duties such as staff scheduling, training, handling guest complaints, and supervising service execution. Beneath them are Hostesses, who serve as the first point of contact for guests. Their responsibilities include welcoming guests, managing reservations, and ensuring a smooth seating process to maintain customer satisfaction. This clear delegation of responsibilities helps streamline operations and maintain high service standards across all dining outlets.