

CHAPTER II

GENERAL DESCRIPTION

2.1 Hotel's Profile



Figure 2.1. Hotel's Picture
(source: pakuwonjati.com)



Figure 2.2. Hotel's Logo
(source: pakuwonjati.com)

2.1.1 History

Four Points by Sheraton Bekasi emerged as a contemporary hospitality landmark within the dynamic urban development of Bekasi, West Java, officially opening its doors on 22 September 2025 as part of the Pakuwon Mall Bekasi Superblock. This integrated project connects the hotel directly with one of Bekasi's largest retail and entertainment complexes, offering guests convenient access to more than 200 shops, dining options, and lifestyle venues. The hotel's strategic placement near Bekasi Barat LRT Station also ensures seamless connectivity to Jakarta and key areas across West Java, reflecting Bekasi's rapid growth as a business and lifestyle destination. (Pakuwon Jati, 2025; Traveldailynews, 2025)

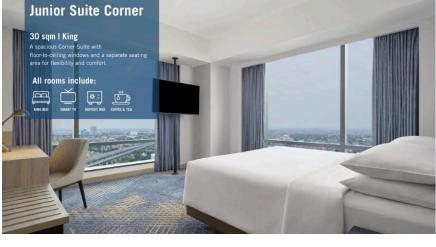
As a member of Marriott International's Four Points by Sheraton brand, Four Points Bekasi exemplifies the brand's commitment to providing uncomplicated comfort combined with modern amenities suited to both business and leisure travelers. Four Points by Sheraton Bekasi features 242 contemporary rooms and suites, each designed with floor-to-ceiling windows that offer expansive city views and abundant natural light, while also offering event spaces such as two grand ballrooms and ten meeting rooms, catering to conferences, weddings, and other social gatherings. (Pakuwon Jati, 2025; Traveldailynews, 2025)

The hotel's development reflects broader trends in Indonesian hospitality where integrated mixed-use projects combine accommodation, retail, and connectivity to create vibrant urban experiences. Four Points by Sheraton Bekasi enhances Bekasi's hospitality offerings by blending international service standards with a location that supports accessibility and convenience for guests. Through its design and services that balance comfort, lifestyle amenities, and functional event spaces, it strengthens Marriott International's footprint in Indonesia while contributing to the city's appeal as a modern travel and business hub. (Traveldailynews, 2025)

2.1.2 Facilities

A. Room Types

Table 2.1. Room Types

| Figure | Description |
|---|--|
|  <p>Figure 2.3. Deluxe Room Twin (source: HR File)</p> | <p>Four Points Deluxe Room Twin - 27sqm, Twin beds. Designed for comfort, featuring modern interiors, large windows, and all the essentials for a comfortable visit. All rooms includes twin bed, smart TV, deposit box, and coffee and tea.</p> |
|  <p>Figure 2.4. Deluxe Room King (source: HR File)</p> | <p>Four Points Deluxe Room King - 27sqm, King beds. Designed for comfort, featuring modern interiors, large windows, and all the essentials for a comfortable visit. All rooms includes King size bed, smart TV, deposit box, and coffee and tea.</p> |
|  <p>Figure 2.5. Premium Room (source: HR File)</p> | <p>Four Points Premium Room - 29sqm, King/Twin beds. The Premium Room offers extra space and thoughtful touches, perfect for relaxing or working in styles. All rooms includes optional King/Twin beds, sofa, smart TV, deposit box, and coffee and tea.</p> |
|  | <p>Four Points Junior Suite Corner - 30sqm, King beds. A spacious corner suite with floor-to-ceiling windows and a separate sitting area for flexibility and comfort. All rooms includes King size bed, smart TV, deposit box, and coffee and tea.</p> |

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|--|---|
| <p>Figure 2.6. Junior Suite Corner (source: HR File)</p> | |
|  <p>Executive Suite 54 sqm King Spacious and comfortable, the Executive Suite offers separate living and work areas, ideal for longer stays. All rooms include:</p> <ul style="list-style-type: none"> • Bed • Bath • TV • Safe • Laundry • Coffee/tea | <p>Four Points Executive Suite - 54sqm, King beds. Spacious and comfortable, offering a separate living and work areas, ideal for longer stays. All rooms includes King size bed, sofa, bathtub, smart TV, deposit box, and coffee and tea.</p> |
|  <p>Premier Suite 55 sqm King Our Premier Suite offers the best of Four Points. Spacious, stylish, and filled with premium features. All rooms include:</p> <ul style="list-style-type: none"> • Bed • Bath • TV • Safe • Laundry • Coffee/tea | <p>Four Points Premier Suite - 55sqm, King beds. Offering the best of Four Points. Spacious, stylish, and filled with premium features. All rooms includes King size bed, living area, bathtub, smart TV, deposit box, and coffee and tea.</p> |

B. Restaurants

Table 2.2. Restaurants

| Figure | Description |
|--|---|
|  <p>Figure 2.9. Djaman Doeloe Restaurant (source: HR File)</p> | <p>Djaman Doeloe Restaurant - Located on Level 23, Djaman Doeloe serves Betawi-Sundanese comfort food in a warm, contemporary setting. Guests can enjoy a selection of heritage-inspired dishes, signature sambals, and familiar flavors presented with a modern twist. With an inviting atmosphere and panoramic city views, it's the perfect spot for family dining, casual gatherings, or a taste of local culture during your stay.</p> |
|  <p>Figure 2.10. Botanique Lounge and Bar (source: HR File)</p> | <p>Botanique Lounge and Bar - Botanique is a modern botanical-inspired lounge offering handcrafted cocktails, refreshing mocktails, and comforting bites. Set against-city views on Level 23, it's ideal for relaxed evenings, after-work drinks, or intimate conversations. Featuring live music on selected nights, Botanique brings a warm and vibrant social atmosphere to elevate your night in Bekasi.</p> |

C. Spa and Wellness

Table 2.3. Spa and Wellness

| Figures | Description |
|---|---|
|  <p>Figure 2.11. Pool and Fitness (source: HR File)</p> | <p>Pool & Fitness - Level 10 features refreshing outdoor pool and a modern fitness area for guests looking to unwind or stay active. Enjoy city views from the pool deck, or take advantage of essential cardio and strength equipment for a convenient workout during your stay.</p> |
|  <p>Figure 2.12. Wellness Center (source: HR File)</p> | <p>Wellness Center - Our Wellness Center on Level 10 offers a calming escape with relaxing treatments designed to refresh body and mind. Featuring massage rooms and Signature therapies, it provides a peaceful environment ideal for recharging after a busy day. Exclusive for hotel guests and spa clients, ensuring privacy and a serene experience.</p> |

D. Meeting Rooms

Table 2.4. Meeting Rooms

| Figures | Description |
|--|---|
|  <p>Figure 2.13. Meeting Rooms (source: HR File)</p> | <p>Flexible Event Spaces Four Points by Sheraton Bekasi - Grand Ballroom for weddings, social, and corporate events. Accommodates up to 400 guests. Modern meeting rooms with AV and natural light. Ideal for business and private functions.</p> |

2.2 Organizational Structure

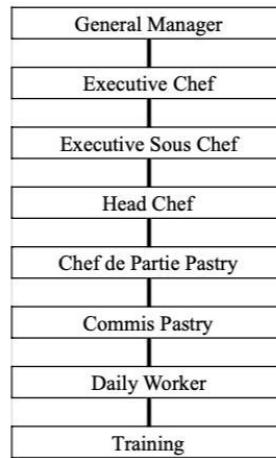


Figure 2.14. Organization Chart
(source: HR File)

Table 2.5. Responsibilities in Organization Chart

| Position | Responsibilities |
|---------------------|--|
| General Manager | <ul style="list-style-type: none"> - Oversees all hotel operations, including food and beverage departments. - Sets strategic goals and ensures departments operate according to brand standards. - Ensures guest satisfaction, profitability, and overall hotel performance. |
| Executive Chef | <ul style="list-style-type: none"> - Responsible for the overall management of the kitchen operations. - Ensures compliance with hygiene and safety standards. - Supervises all kitchen sections, including pastry, and manages kitchen staff performance. |
| Executive Sous Chef | <ul style="list-style-type: none"> - Assists the Executive Chef in daily kitchen operations. - Coordinates kitchen activities and ensures smooth workflow between sections. - Supervises food preparation and maintains consistency in quality and presentation. |
| Head Chef | <ul style="list-style-type: none"> - Manages day-to-day kitchen operations within assigned sections. - Ensures kitchen staff follow standard operating procedures. - Monitors food quality, portion control, and cleanliness in |

| | |
|-----------------------|--|
| | the kitchen. |
| Chef de Partie Pastry | <ul style="list-style-type: none"> - Responsible for the pastry section's daily production. - Prepares pastries, desserts, breads, and cakes according to hotel standards. - Ordering ingredients needed for pastry and bakery production. - Supervises commis and daily workers in the pastry section. - Ensures proper food presentation, hygiene, and time management. |
| Commis Pastry | <ul style="list-style-type: none"> - Assists the Chef de Partie in preparing pastry and bakery items. - Performs basic pastry tasks such as mixing, baking, decorating, and plating. - Maintains cleanliness of workstations and equipment. - Learns techniques and follows instructions from senior chefs. - Leading the team with the Chef de Partie, supervising daily worker and training to stay align with the hotel's kitchen standard plating, flavor, and cleanliness while working. |
| Daily Worker | <ul style="list-style-type: none"> - Supports the pastry team during busy operations or special events. - Assists with basic preparation, cleaning, and ingredient handling. - Works under supervision and follows hygiene and safety regulations. |
| Trainees/ Interns | <ul style="list-style-type: none"> - In charge of breakfast stalls and preparation. - Assist in preparing banquet cakes such as assembling, plating, and garnish. - Assist Daily Worker, Commis or Chef de Partie while preparing for ala carte items, banquet, or special project. - Clean equipment, restock, and log temperatures. - Attend briefings and learn luxury pastry standards. |

The organizational chart of the Pastry Department at Four Points by Sheraton Bekasi presents a structured hierarchy designed to support efficient operations, clear supervision, and consistent product quality. At the managerial level, the General Manager oversees overall hotel operations, including the food and beverage department. The Executive Chef, assisted by the Executive Sous Chef, is responsible for managing kitchen operations, ensuring compliance with

hygiene and safety standards, and maintaining consistency across all kitchen sections. The Head Chef supervises daily kitchen activities, ensures adherence to standard operating procedures, and monitors food quality, portion control, and cleanliness.

Within the pastry section, the Chef de Partie Pastry is responsible for daily pastry production, including desserts, breads, and cakes, while supervising commis and daily workers to meet hotel standards in presentation, hygiene, and time management. The Commis Pastry supports production activities, maintains workstation cleanliness, and develops technical skills under senior chefs' guidance. Daily Workers assist during busy operations by handling basic preparation and cleaning tasks under supervision. Meanwhile, Trainees or Interns support various pastry activities such as breakfast preparation, banquet production, and equipment maintenance, while gaining hands-on experience and understanding professional pastry standards at Four Points by Sheraton Bekasi.