

CHAPTER II

GENERAL DESCRIPTION

2.1 Hotel's Profile

2.1.1 History

Le Méridien Jakarta is part of the global hotel chain Le Méridien Hotels & Resorts, originally established by Air France in 1972 to provide high-quality accommodations for international business travelers. Its first property, Le Méridien Etoile in Paris, became a hallmark of European sophistication and functional elegance (Kusluvan et al., 2021). Le Méridien Jakarta officially opened on February 17, 1992, and is strategically located in the city's central business district at Jalan Jenderal Sudirman Kavling 18–20. The hotel features 396 guest rooms and suites, thoughtfully designed with a blend of contemporary style and Indonesian cultural elements, providing a luxurious yet comfortable environment for both business and leisure guests (Putri & Rachmawati, 2022).

Its facilities include a grand ballroom, multiple meeting rooms, a fully equipped fitness center, and a wide range of dining outlets. Among the most recognized restaurants are La Brasserie, known for its international buffet offerings; Al Nafoura, offering authentic Lebanese cuisine; and Le Rendezvous Lounge, a sophisticated venue for light meals and social gatherings. These dining establishments play a vital role in enhancing the guest experience, particularly under the Food & Beverage (F&B) division (Yuliana et al., 2023).

In 2005, Le Méridien was acquired by Starwood Hotels & Resorts, and in 2016 it became part of Marriott International through a major acquisition. Since then, Le Méridien Jakarta has aligned with Marriott's global standards, including centralized reservation systems, the Marriott Bonvoy loyalty program, enhanced digital guest services, and sustainability initiatives consistent with international hospitality trends (Ramadhan & Sari, 2021).


With over three decades of operation, Le Méridien Jakarta remains one of the capital city's most iconic five-star hotels. The property continues to

evolve with the changing demands of the hospitality industry while preserving the brand's legacy of refined service and modern elegance.

2.1.2 Facilities

A. Room Types

Table 2. 1 Room Types

Figure	Description
 <p>Figure 2. 1 Premium King/Twin (Source: https://id.lemeridienjakarta.com/)</p>	It combines an attractive and modern design and offers all the amenities that business and family guests need.

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Figure 2. 2 deluxe room's

(Source: <https://id.lemeridienjakarta.com/>)

The Deluxe Room type comes with a slightly larger size of around 38 square meters. This room offers a more attractive city view and comes with an additional seating area. Although the facilities are similar to the Premier Room, this type gives the impression of more space and is suitable for longer stay guests.



Figure 2. 3 Junior suite room's

(Source: <https://id.lemeridienjakarta.com/>)

The Junior Suite features a spacious layout with separate living and sleeping areas. It is ideal for guests seeking extended stays or additional comfort. The suite includes luxury furnishings, a larger bathroom, and exclusive Club Lounge access.

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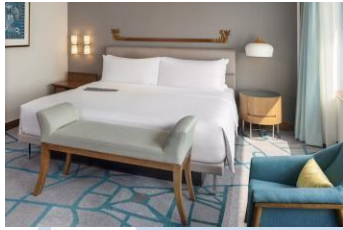


Figure 2. 4 Executive suite room's
(Source: <https://id.lemeridienjakarta.com/>)

Executive Suite which offers 75 square meters of space. These suites feature a separate living room and sometimes have a private balcony. Suitable for guests who require additional space to work or relax, these suites also include full access to Club Lounge facilities.

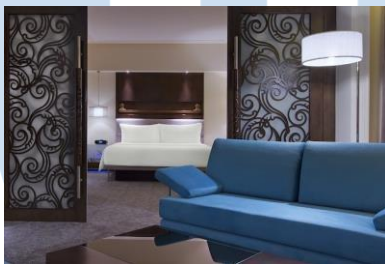


Figure 2. 5 Executive suite Terrace
(Source: <https://id.lemeridienjakarta.com/>)

The Executive Suite Terrace provides the comforts of an Executive Suite but with the addition of a private terrace overlooking Jakarta's city center, providing a more tranquil and exclusive atmosphere.

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Figure 2. 6 Diplomatic Suite
(Source: <https://id.lemeridienjakarta.com/>)

The Diplomatic Suite is the perfect choice for VIP guests. This 124-square-meter suite comprises a bedroom, living room, dining room and kitchenette. With exclusive access to the Club Lounge, private check-in service and a high level of comfort, this suite provides privacy and luxury in one. There is also a more spacious version, the Diplomatic Suite Terrace, which includes a private terrace to enjoy the outdoors from the comfort of your room.



(Source: <https://id.lemeridienjakarta.com/>)
Figure 2. 7 Presidential Suite's

The most luxurious room at Le Méridien Jakarta is the Presidential Suite, which is approximately 180 square meters. The suite comes with two bedrooms, separate living and dining areas, a kitchenette and butler service. The facilities are designed to meet the highest standards of luxury and personalized service.

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B. Restaurants



Table 2. 2 Restaurants

Figure	Description
 <p>Figure 2. 8 La Brasserie (Source: https://media-cdn.tripadvisor.com/media/photo-s/28/5e/a7/ba/la-brasserie-restaurant.jpg)</p>	<p>One of the hotel's main restaurants is La Brasserie, which serves a variety of international dishes in a relaxed yet elegant setting. This restaurant is a favorite spot for buffet breakfast, lunch, and dinner, with menu options ranging from Asian to Western cuisine.</p>
 <p>Figure 2. 9 Al Noufara (Source: https://lh3.googleusercontent.com/p/AF1QipO9ZSmfROIXzIynOWXBLIRcVPBK3mdFUjdHP3uz=s680-w680-h510-rw)</p>	<p>Al Nafoura is a Middle Eastern restaurant known for its authentic flavors and exotic atmosphere. The restaurant serves a variety of Lebanese specialties such as hummus, falafel, kebabs, and mezze cooked by experienced chefs from the Middle East.</p>
 <p>Figure 2. 10 No Na Ma (Source: https://www.nonamarestaurant.com/)</p>	<p>Is a modern Japanese dining venue located at Hotel Le Méridien Jakarta. Known for its authentic flavors and elegant presentation, the restaurant offers a variety of traditional dishes such as sushi, sashimi, and teppanyaki.</p>
	<p>Le Rendezvous Lounge, a great place to relax while enjoying a wide selection of drinks, coffee and snacks. This lounge is usually a place for informal meetings or just an afternoon of relaxation in a calm and elegant</p>

<p>Figure 2. 11 Le Rendezvous (Source: https://dynamic-media-cdn.tripadvisor.com/media/photo-o/17/0b/08/66/the-brand-new-le-rendezvous.jpg?w=900&h=-1&s=1Z)</p>	<p>atmosphere. Sometimes live music or piano accompaniment adds a sense of luxury.</p>
 <p>Figure 2. 12 La Boutique Gourmande (Source: https://id.lemeridienjakarta.com/)</p>	<p>La Boutique Gourmande, a small cafe selling a variety of cakes, artisan breads, and beverages such as specialty coffee and tea. This place is perfect for guests who want to grab a quick bite or take home a souvenir from the hotel.</p>
 <p>Figure 2. 13 Handi Restaurant (Source: https://id.lemeridienjakarta.com/)</p>	<p>is a signature Indian dining destination located at Hotel Le Méridien Jakarta. The restaurant offers authentic North Indian cuisine, featuring rich, slow-cooked dishes prepared in traditional copper "handi" pots. With its warm ambiance, elegant décor, and a menu curated by expert Indian chefs, Handi delivers an immersive culinary experience that highlights the bold flavors and aromatic spices of Indian gastronomy.</p>

C. Fitness and Wellness

Table 2. 3 Fitness and Wellness

Figure	Description
 <p>Figure 2. 14 Gym (Source: https://www.tripadvisor.com/Hotel_Feature-g294229-d301933-zft9188-Le_Meridien_Jakarta.html)</p>	<p>Modern and well-equipped fitness center. Located in a comfortable area with natural lighting and relaxing outdoor views, the fitness center is equipped with a variety of state-of-the-art exercise equipment such as treadmills, elliptical trainers, stationary bikes, as well as weightlifting and muscle strength equipment.</p>
 <p>Figure 2.15 SPA (Source: https://www.tripadvisor.co.id/LocationPhotoDirectLink-g294229-d301933-i133211368-Le_Meridien_Jakarta-Jakarta_Java.html)</p>	<p>Le Méridien Jakarta provides spa services that offer a wide selection of traditional and modern body treatments and massages. The spa uses carefully selected essential oils and professional techniques that aim to rejuvenate the body and mind. Some of the favorite treatments include aromatherapy massage, reflexology, body scrub, and facial.</p>

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Figure 2.16 Swimming Pool
(Source: <https://dynamic-media-cdn.tripadvisor.com/media/photo-o/2d/cc/78/db/outdoor-pool.jpg?w=1200&h=1&s=1>)

The outdoor swimming pool is quite spacious and surrounded by tropical gardens, creating a tranquil atmosphere amidst the hustle and bustle of Jakarta. The pool is perfect for a relaxing swim in the morning or simply sunbathing by the pool with a refreshing drink from the surrounding bar. There is also a kiddie pool and complimentary towel service.

D.Meeting and Events

Table 2.4 Meeting and Events



Figure	Description
 <p>Figure 2.17 Sasono Mulyo (Source: https://id.lemeridienjakarta.com/)</p>	<p>The hotel's most iconic space is the Sasono Mulyo Ballroom, a spacious pillarless ballroom with a capacity of up to 1,000 guests in a reception format. The ballroom is ideal for large events such as weddings, gala dinners, product launches, or large-scale conferences. With high ceilings and luxurious lighting, Sasono Mulyo gives every event a grand and prestigious feel.</p>
 <p>Figure 2.18 Puri Rooms (Source: https://id.lemeridienjakarta.com/)</p>	<p>For medium to small-scale events, there are several other meeting rooms such as Puri Asih, Puri Ratna, and Puri Agung, which are perfect for board meetings, workshops, or training sessions. Each room can be arranged in various layouts such as classroom, U-shape, round table, or theater according to the client's needs.</p>



Figure 2. 19 Antasena Room

(Source: <https://id.lemeridienjakarta.com/>)

is a modern, multi-purpose function room located within Hotel Le Méridien Jakarta. Designed for business meetings, private events, and social gatherings, the venue offers a flexible layout, contemporary interiors, and advanced audio-visual equipment. With its comfortable ambiance and professional service, Antasena provides an ideal space for both corporate and personal functions, accommodating various event needs with elegance and efficiency.



Figure 2. 20 Srikandi Room

(Source: <https://id.lemeridienjakarta.com/>)

Srikandi Room is one of the elegant and versatile meeting rooms at Hotel Le Méridien Jakarta. Named after a heroic female figure from Javanese wayang (shadow puppetry), this room reflects a balance of strength and grace. It is equipped with modern audio-visual facilities and designed to accommodate corporate meetings, private functions, or small-scale seminars.

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2.2 Organizational Structure

In terms of culinary offerings, Le Méridien Jakarta is well known for its flagship restaurants such as La Brasserie, serving international buffet-style dishes; Al Nafoura, offering authentic Lebanese cuisine; and Le Rendezvous Lounge, a stylish venue for socializing and light refreshments. These restaurants play a significant role in enhancing the guest experience, particularly within the Food & Beverage (F&B) division (Rahayu & Suryanto, 2020).

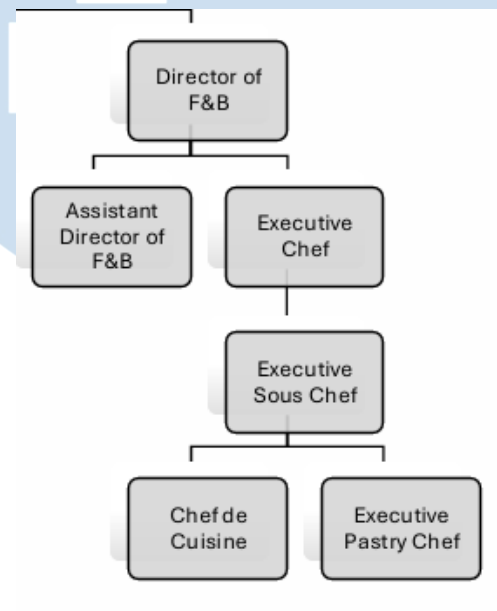


Figure 2. 21 Organization Chart

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The Food and Beverage organizational structure shows a clear organizational structure that supports effective management and smooth daily operations within the hotel. At the top, the Director of Food and Beverage is responsible for overseeing all food and beverage activities, including planning, service quality, and overall performance. The Assistant Director of Food and Beverage supports the Director by helping supervise daily operations and ensuring service standards are applied consistently. In the kitchen area, the Executive Chef manages all kitchen operations, including menu planning, food quality, hygiene standards, and staff coordination. The Executive Sous Chef assists in supervising daily kitchen activities and ensuring smooth workflow. At the operational level, the Chef de Cuisine is responsible for managing specific kitchen sections to maintain food consistency and quality, while the Executive Pastry Chef oversees pastry and bakery production, focusing on creativity, presentation, and hygiene. This organizational structure helps ensure clear responsibilities, good communication, and efficient food and beverage operations throughout the hotel.

At La Brasserie Restaurant, several job roles are assigned to ensure smooth and efficient daily operations. The floating role is carried out by the supervisor, who is responsible for monitoring overall service flow and providing support to various service areas such as the dining sections, buffet area, and juice bar when needed. The cashier handles guest payments, prepares bills, and ensures billing accuracy to support a smooth checkout process. The hostess is responsible for welcoming guests, managing reservations, and escorting guests to their tables while maintaining a positive first impression. Waiters provide direct guest service by taking orders, serving food and beverages, clearing and setting tables, and ensuring guest satisfaction throughout the dining experience. The juice bar staff prepares beverages for breakfast, lunch, and dinner service while maintaining cleanliness and stock availability. The buffet runner supports buffet operations by refilling food items and tableware, polishing equipment, and assisting with buffet setup and closing. Lastly, the egg runner assists during breakfast service by delivering egg orders from the kitchen to guests or the buffet area, ensuring accurate and timely service through effective coordination with the kitchen team.