

CHAPTER II

GENERAL DESCRIPTION

2.1. Hotel's Profile

2.1.1. History

First established in London during the reign of Queen Victoria.

Officially opened on June 10, 1865, as the first luxury hotel in Europe (HospitalityNet, 2025). Sir Edward Walter was the person who built the Langham Hotel using the most advanced technology at that time, which already had electric lighting and air cooling. Because of this, The Langham Hotel attracted many guests, even the Prince of Wales attended the official opening ceremony.

The Langham Hotel London was used as a temporary medical and military post during World War II. Then, the hotel building was bought by the British Broadcasting Corporation (BBC) and turned into offices and a studio after the war (Kiddle, 2024). However, the hotel was once closed and underwent major renovations at the end of the 20th century.

Starting to grow internationally, a company from Hong Kong named Great Eagle Holdings acquired The Langham London in 1995 (Hospitality ON, 2023). Great Eagle strengthened their luxury hotels with a new name, Langham Hotels International. For example, Great Eagle Hotel (Hong Kong) changed its name to The Langham, Hong Kong in 2003. The Langham, London officially returned to its original name in May 2004 after renovation.

Over time, Langham has expanded to many big cities around the world like Hong Kong, Shanghai, Shenzhen, Guangzhou, and Changsha, and also other major cities in America and Australia. Through this, Langham Hotel has become a global luxury hotel brand. More than 30 Langham properties are spread across Asia,

North America, the Pacific, and Europe and are owned by Great Eagle. Great Eagle has its own hotel division called Langham Hospitality Group which in 2003, Great Eagle Hotels International officially changed its name to Langham Hotels International Limited (LHI), which later became known as Langham Hospitality Group. This name change shows the company's focus on developing and managing luxury hotels in different parts of the world under the Langham brand which continues to strengthen Langham's legacy since 1865 as a symbol of quality and the best service.

Then, Great Eagle expanded in Southeast Asia. The Langham Jakarta first opened on September 9, 2021, in Indonesia's capital city as the new leading luxury hotel. Located in the prestigious District 8 complex in the Sudirman Central Business District of Jakarta, this 65-floor luxury hotel was developed together with Agung Se-dayu Group (HospitalityNet, 2021).

After being acquired and rebranded by Great Eagle, The Langham was managed as a luxury hotel segment spread globally. Based on official reports, Langham Hospitality Group manages more than 30 hotels around the world, making The Langham one of the most historic and reputable hotel brands in the global hospitality industry (Retail & Leisure International, 2025).



(Source: savourblackbookasia.com/returning-to-the-langham-jakarta)

Figure 2.1 The Langham Hotel Jakarta's Building

THE LANGHAM

JAKARTA

(Source: agungsdayu.com/en/cluster/the-langham-jackarta)

Figure 2.2 The Langham Hotel Jakarta's Logo

2.1.2. Facilities

Each hotel has facilities for rooms, restaurants, and public areas.

The facilities provided usually have their own unique features. Like at The Langham Jakarta, it offers luxurious and elegant facilities so that when guests come, they will feel an aesthetic vibe, which is suitable for those who want to experience a luxurious atmosphere. To know more about the facilities at The Langham Jakarta, they will be explained one by one.

2.1.2.1 Room Types

This section shows the different types of rooms available at The Langham Jakarta. Each room is designed with different facilities and comfort to meet the needs of the guests. The following explanation will help guests understand the room options before making a reservation.

Table 2.1 Room Types

Figure	Description
 (Source: thelangham.com-jakarta.com/id/)	This spacious double room has air conditioning and one comfortable bed. The room is equipped with a minibar, a wardrobe, and a safe deposit box. It also has a seating area with a flat-screen TV and parquet flooring. The private bathroom includes a bathtub and a shower.

 <p>(Source: thelangham.com-jakarta.com/id/)</p> <p>Figure 2.4 Deluxe King Room</p>	<p>This air-conditioned room offers a comfortable stay with one bed and a city view. The room features a seating area, a flat-screen TV, a minibar, and tea and coffee making facilities. The private bathroom is completed with a bathtub, shower, hairdryer, bathrobes, and free toiletries.</p>
 <p>(Source: thelangham.com-jakarta.com/id/)</p> <p>Figure 2.5 Deluxe Cityscape King Room</p>	<p>The twin room is designed with two beds and offers a beautiful city view. The room includes air conditioning, a seating area, a flat-screen TV, a minibar, and tea and coffee making facilities. The private bathroom comes with a bathtub, shower, hairdryer, bathrobes, and free toiletries.</p>
 <p>(Source: thelangham.com-jakarta.com/id/)</p> <p>Figure 2.6 Deluxe Cityscape Twin Room</p>	<p>This room comes with free toiletries and bathrobes, along with a private bathroom that has a bathtub, shower, and hairdryer. The room is air-conditioned and includes a minibar and a comfortable bed. It is designed to give guests a cozy and relaxing stay.</p>
 <p>(Source: thelangham.com-jakarta.com/id/)</p> <p>Figure 2.7 Deluxe Skyline King Room</p>	<p>This spacious air-conditioned room offers free toiletries and bathrobes in the private bathroom, which includes a bathtub, shower, and hairdryer. The room is equipped with a flat-screen TV, a minibar, tea and coffee making facilities, and a seating area. Guests can also enjoy a nice city view. The double room has one bed, while the twin room has two beds.</p>

	<p>This double room is air-conditioned and features a minibar and one bed. The private bathroom is equipped with a bathtub and a shower. The room also includes a flat-screen TV, tea and coffee making facilities, and offers a comfortable space for guests to relax.</p>
	<p>This suite is quite spacious and consists of a living room, a separate bedroom, and a private bathroom with a bathtub and free toiletries. The suite is air-conditioned and comes with a flat-screen TV, a minibar, tea and coffee making facilities, and a seating area. Guests can also enjoy city views, and the suite offers two beds.</p>
	<p>This air-conditioned double room comes with free toiletries and bathrobes. It has a private bathroom with a bathtub, shower, and hairdryer. The room is equipped with a flat-screen TV, a minibar, tea and coffee making facilities, a seating area, and offers a city view. The room has one bed.</p>
	<p>This suite consists of a living room, a separate bedroom, and a private bathroom with a bathtub and free toiletries. The room is air-conditioned and includes a flat-screen TV, a minibar, tea and coffee making facilities, a seating area, and city views. The suite has two beds.</p>

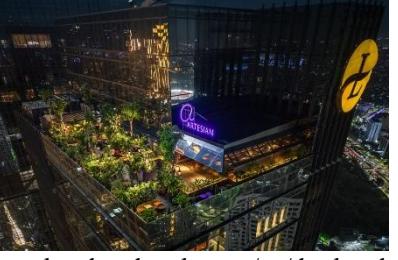
With these room types, The Langham Jakarta aims to provide a wide choice of accommodation for the guests. Each room is equipped with modern facilities and stunning city views, so guests can enjoy a memorable stay experience.

2.1.2.2 Restaurants

The Langham Jakarta offers various dining options that provide a premium culinary experience. Each restaurant has a unique concept and atmosphere, with menus designed by professional chefs. Here are some of the restaurants available at this hotel.

Table 2.2 Restaurants

Figure	Description
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/dine/)</p> <p>Figure 2.12 Alice By Tom Aikens</p>	<p>Located in the grand lobby, Alice is a restaurant and bakery that serves European cuisine with a modern French touch, also with a variety of cakes. Alice also offers an afternoon tea session with beautifully presented snacks and tea.</p>
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/dine/)</p> <p>Figure 2.13 Tom's By Tom Aikens</p>	<p>Tom Aikens is one of the most successful chefs in England and became the youngest chef to be awarded two Michelin stars at the age of twenty-six. Now, it's open for Langham Jakarta, the dishes served at this restaurant are classic English and European cuisine. The ingredients used are seasonal ingredients, both local and imported, that are carefully selected.</p>

 <p>(Source: langhamhotels.com/en/the-langham/jakarta/dine/)</p> <p>Figure 2.14 T'ang Court</p>	<p>A restaurant named T'ang Court, which serves legendary Cantonese Chinese cuisine at The Langham Jakarta. There are six private dining rooms, which can be used for family gatherings and business meetings.</p>
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/dine/)</p> <p>Figure 2.15 Morimoto</p>	<p>Located on the 63rd floor, this Japanese restaurant is led by Iron Chef Masaharu Morimoto from New York. He is well known for combining Japanese flavors with Western influences. Signature dishes include sushi, toro tartare, and grilled eel claypot rice. Guests can enjoy their meal while taking in the beautiful view of Jakarta.</p>
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/dine/)</p> <p>Figure 2.16 Artesian Bar Jakarta</p>	<p>Artesian Bar Jakarta is the first Artesian destination bar in Southeast Asia, located on the 65th floor with a stunning view of Jakarta's skyline. The rooftop bar has a stylish and lively atmosphere and is known for its creative and innovative cocktail concepts.</p>

The variety of restaurants at The Langham Jakarta offers an exceptional dining experience and pleases the guests' taste. From international dishes to traditional cuisine, each restaurant provides an unforgettable dining moment.

2.1.2.3 Fitness and Wellness

Besides providing comfort in staying and dining, The Langham Jakarta also has complete fitness and wellness facilities. These facilities are designed to maintain the guests' health and relaxation during their stay.

Table 2.3 Fitness and Wellness

Figure	Description
 (Source: langhamhotels.com/en/the-langham/jakarta/wellness/) Figure 2.17 Chuan SPA	Chuan Spa is a peaceful wellness retreat designed to relax and refresh the mind, body, and spirit. Guests can choose from a range of personalized treatments performed by professional therapists. The spa also uses Biologique Recherche products, which are known for high-quality skincare and skin rejuvenation.
 (Source: langhamhotels.com/en/the-langham/jakarta/wellness/) Figure 2.18 Health Club	The Health Club, located on the 63rd floor, is fully equipped to help guests stay active during their stay. It features Technogym cardio machines, free weights, and a relaxation area with refreshments. Guests can also enjoy the heated indoor swimming pool and hot tub, perfect for relaxing after a workout.

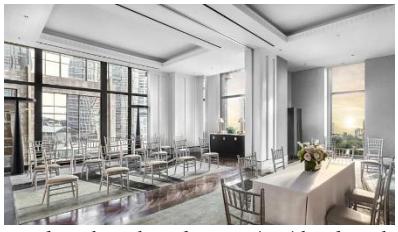
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/wellness/)</p> <p>Figure 2.19 Swimming Pool</p>	<p>The outdoor swimming pool is located on the 6th floor and measures 20.2 metres. Surrounded by greenery, it offers a refreshing experience with city views.</p>
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/wellness/)</p> <p>Figure 2.20 Barberia At The Langham</p>	<p>Barberia at The Langham provides a luxury grooming experience designed especially for gentlemen.</p>

With these fitness and wellness facilities, guests can use their free time to take care of their body and mind. The Langham Jakarta is committed to providing a balanced service between comfort, health, and relaxation.

2.1.2.4 Meetings and Events

The Langham Jakarta also offers various meeting and event rooms that are elegant. These facilities are designed to support the guests' needs in organizing business meetings, conferences, or other social events.

Table 2.4 Meetings and Events

Figure	Description
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/events/)</p> <p>Figure 2.21 The Langham Ballroom</p>	<p>The Langham Ballroom is an ideal venue for large events. This pillarless ballroom is filled with natural light and supported by advanced technology. Located in the SCBD area, it is suitable for corporate events and celebrations. The ballroom can also be divided into two smaller spaces and is supported by a pre-function area and foyer for cocktail receptions.</p>
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/events/)</p> <p>Figure 2.22 Chelsea East</p>	<p>Chelsea East is a cosy and flexible function room, perfect for small gatherings and business presentations. It can be combined with Chelsea West to accommodate larger events.</p>
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/events/)</p> <p>Figure 2.23 Bloomsbury</p>	<p>The Bloomsbury Room can host up to 80 guests and features elegant décor and rich furnishings. It is suitable for private banquets, meetings, conferences, and social events.</p>

 <p>(Source: langhamhotels.com/en/the-langham/jakarta/events/)</p> <p>Figure 2.24 Knightsbridge</p>	<p>This elegant venue is filled with natural light and can host up to 70 guests. It is suitable for various event setups, including workshops, training sessions, and gala dinners.</p>
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/events/)</p> <p>Figure 2.25 Richmond</p>	<p>Located on the 5th floor, the Richmond Room is designed for business meetings and social events. The room is equipped with SMART technology and has plenty of natural light.</p>
 <p>(Source: langhamhotels.com/en/the-langham/jakarta/events/)</p> <p>Figure 2.26 Piccadilly East</p>	<p>Piccadilly East is suitable for presentations, receptions, and small celebrations. For larger events, it can be combined with Piccadilly West to create a bigger function space.</p>
 <p>Source: langhamhotels.com/en/the-langham/jakarta/events/)</p> <p>Figure 2.27 The Hampton Garden</p>	<p>Hampton Garden is an outdoor venue ideal for intimate events. It offers beautiful views of Jakarta's skyline, creating a charming and memorable setting for special celebrations.</p>

The meeting and event rooms at The Langham Jakarta are equipped with advanced technology and professional services. This makes the hotel an ideal place to hold important activities.

2.1.2.5 Facilities at The Langham Restaurants

The restaurants at The Langham Jakarta are equipped with various supporting facilities to provide a more comfortable and memorable dining experience. These facilities become one of the main attractions for guests who visit.

Table 2.5 Facilities at T'ang Court

Figure	Description
 <p>Figure 2.28 West Main Dining</p>	<p>When entering the T'ang Court area, there are two main dining areas located opposite each other. The first main dining area is on the west side, offering views of SCBD buildings and main roads, with GBK being the main highlight. This area has four sofa tables, four tables with chairs for four guests, and four tables for two guests. In total, this area can accommodate up to 40 guests.</p>
 <p>Figure 2.29 Sharing Table at West Main Dining</p>	<p>After guests place their orders, the runner delivers the food to the sharing table area so the waiter can check and ensure the correct quantity before serving it to the guests's tables. This area also has drawers containing spare cutlery, show plates, plates, and guest napkins. Next to it, there is a wine cellar to keep the wine in good condition.</p>

	<p>Guests are escorted by the hostess to their assigned tables. The hostess usually works in this area, handling guest escorting, phone calls, reservations, payment records, and other administrative tasks.</p>
	<p>This area is prioritized for receiving guests because it is closer to the kitchen and restrooms. It has a capacity of 44 guests, which is slightly larger than the west area. The view includes tall buildings and main roads, with the FWD building as the main view due to its close location to The Langham.</p>
	<p>This sharing table area has the same function as the west area, but it is equipped with a receipt printer and a monitor to view the system or input the orders.</p>
	<p>T'ang Court has a total of six private rooms with different capacities. Two are semi-private rooms without doors, and the other four are fully private rooms with doors.</p>

	<p>Each of the four private rooms with doors has its own sharing table area. There are two tables: one with a heated surface to keep food warm, and a smaller table with drawers underneath to store spare cutlery, show plates, and guest napkins.</p>
	
	<p>In the sharing table area with a heated surface, there is also a hot box used to keep plates warm.</p>
	<p>Guests can wait for friends or family members who have not arrived yet in this area. There are two chairs and a small table that can also be used to put bags or personal items.</p>

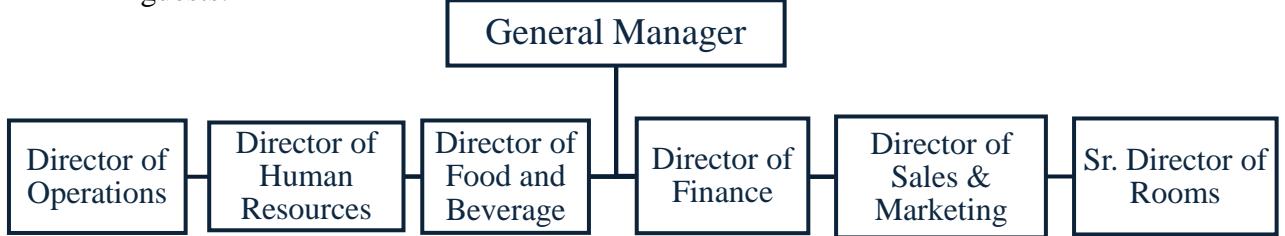
With complete facilities and a comfortable atmosphere,

guests can enjoy a special dining moment at the restaurants in

The Langham Jakarta.

2.2 Organizational Structure

The organizational structure of The Langham Jakarta is arranged to ensure the hotel's operations run smoothly and efficiently. Each section has specific responsibilities, but they all work together to provide the best service to the guests.



(Source: Internal information from The Langham Jakarta)

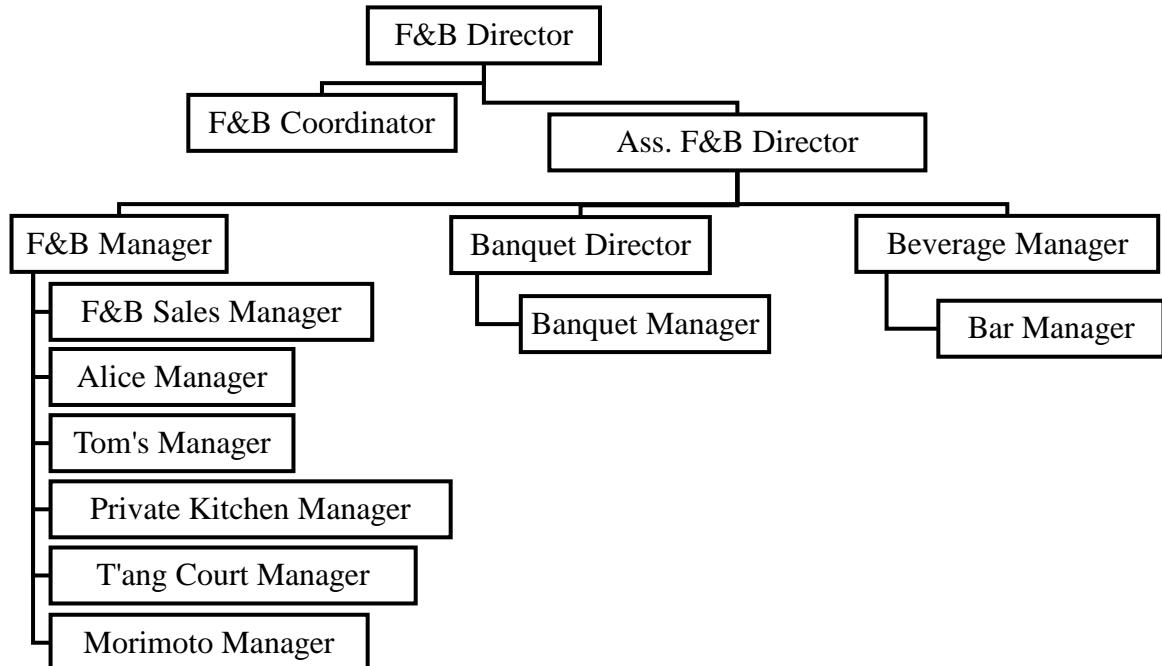
Table 2.6 *The Langham Hotel Jakarta Organizational Structure*

In the hotel organizational structure, each person has important roles and responsibilities, from ensuring smooth hotel operations to making sure guests are happy. At the hotel, the highest position is held by the general manager who has the task of supervising all hotel activities. The general manager does not work alone, he is helped by many people who make sure that the tasks given by the general manager run smoothly.

Under the General Manager, there are several key directors, including the Director of Operations, Director of Human Resources, Director of Food and Beverage, Director of Finance, Director of Sales and Marketing, and the Senior Director of Rooms. Each director oversees their respective department and ensures that daily operations follow hotel standards.

The Food and Beverage division is responsible for managing restaurants, bars, and banquet services. Sales and Marketing focuses on promoting the hotel and increasing room and outlet sales. Finance handles financial planning, budgeting, and cash flow. Human Resources manages recruitment, training, and employee welfare. Engineering and Maintenance ensures that hotel facilities and equipment are always in good condition. Security is responsible for

guest and staff safety, while Spa and Wellness manages health and fitness services. Public Relations and Guest Relations focus on building the hotel's image and ensuring guest satisfaction. With this clear structure, each department can work effectively together to provide high-quality service to guests.

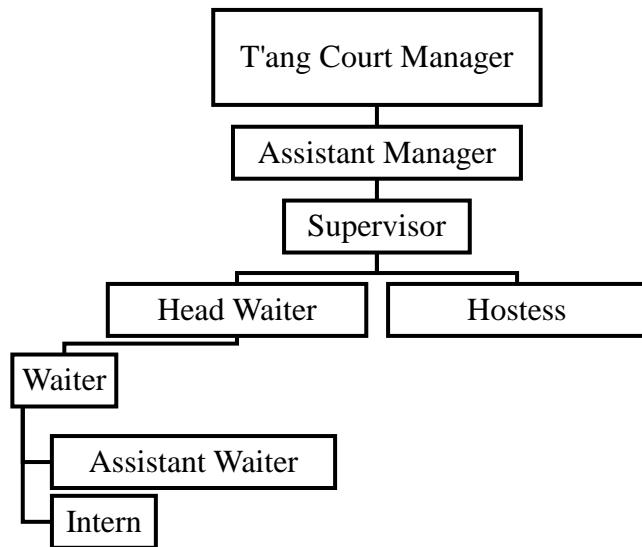


(Source: Internal information from The Langham Jakarta)

Table 2.7 The Food and Beverage Department Organizational Structure

The F&B organizational structure is made to make sure food and beverage services run according to standards. The F&B Director is under the General Manager and leads the F&B department directly. Under the F&B Director are the F&B Coordinator and the Assistant F&B Director, who support and help manage daily operations across all outlets. When the restaurant opens, there is a restaurant manager who has the task of supervising restaurant operations, they coordinate with the supervisor, captain, and hostess. In the bar, there is also a leader called the beverage manager who organizes all bar activities and is helped by a bar manager who leads the bar supervisor, mixologist, and bartender to make sure the beverage service runs according to standards. Finally,

there is the banquet director who is responsible for big events, with the help of the banquet manager. This structure allows for better coordination and clear division of tasks, so that food and beverage service quality is always maintained and according to hotel standards.



(Source: Internal information from The Langham Jakarta)

Table 2.8 The T'ang Court Organizational Structure

T'ang Court has its own organizational structure to ensure smooth restaurant operations and high service standards. At the top of the structure is the Restaurant Manager, who is responsible for overall operations, service quality, and team coordination. Below the Manager is the Assistant Manager, who supports daily operations and helps handle guest issues and staff supervision. Under the Assistant Manager is the Supervisor, who directly oversees the service flow during operating hours and ensures that service procedures are followed correctly.

The Head Waiter and Hostess work under the Supervisor. The Head Waiter leads the service team on the floor, assigns tasks, and supports waiters during busy periods. The Hostess is responsible for welcoming guests, managing reservations, and escorting guests to their tables. Under the Head Waiter are the

Waiters, who are responsible for taking orders, serving food and beverages, and attending to guest needs. Below the Waiters are the Assistant Waiters or Food Runners, who support service by delivering food from the kitchen, clearing tables, and assisting with setup.

As an Intern, the writer position is under the supervision of the Waiter and Head Waiter. She assists both roles by supporting daily service activities, such as preparing the pantry, serving beverages, delivering food, and maintaining cleanliness. This position allows her to learn directly from experienced staff while gaining hands-on experience in restaurant operations.