

CHAPTER II

HOTEL OVERVIEW

2.1. Hotel's Profile

Medan is where Jerry Hermawan Lo was born in 1957. The initial move taken by Jerry Hermawan LO was the founding of PT. Kontek Aja in December 2008, which subsequently evolved into a JHL Group company. As of right now, JHL Group runs a number of enterprises.

In an attempt to improve his family's quality of living, Jerry Hermawan Lo decided to move to Jakarta in 1972. Despite the many challenges he faced along the way, he never wavered in his goals. His perseverance ultimately resulted in the establishment of the JHL Group, an Indonesian conglomerate known for maintaining global quality standards. The JHL Group now works in a wide range of industries, such as media, mining, hotel, healthcare, and lifestyle.

In order to meet the increasing demand for upscale lodging in Banten, especially in the quickly expanding Gading Serpong neighbourhood, JHL Solitaire Gading Serpong was founded. The hotel was built by JHL Group and is run by D Varee Collection. It opened for business in late 2018. In addition to representing elegance, its unusual diamond-shaped architecture made it one of Indonesia's most recognizable structures. The hotel serves both business and leisure travellers looking for first-rate services and is well situated close to important landmarks, including the Indonesia Convention Exhibition (ICE), AEON Mall, and IKEA. JHL Solitaire wants to be a complete lifestyle destination in addition to providing opulent lodging.



Figure 2. 1 Hotel Logo
Source : (JHL Source)

Experience the pinnacle of luxury at JHL Solitaire Gading Serpong,

where elegant design meets top-notch service. Our sophisticated rooms and suites offer a first-rate haven of contemporary luxury, enhanced by outstanding amenities such as a cutting-edge fitness center, a restorative spa, engaging kids' wellness areas, and exceptional dining options. Every detail is crafted to ensure a smooth, unforgettable getaway for both business and leisure.

Table 2. 1 Hotel Room

Rooms	Description
 Figure 2. 2 Premiere Room Source: (JHL Website)	There are 71 Premier Rooms, each 35 sqm with elegant comfort and city skyline views. They feature King or double beds, air conditioning, LCD TV, minibar, free Wi-Fi, bathrobe, slippers, and a bathtub with shower for a relaxing stay.
 Figure 2. 3 Premiere Accesible Room Source : (JHL Website)	JHL Solitaire Gading Serpong offers three Premier Accessible Rooms, each 35 sqm and designed for wheelchair accessibility with wide entrances and clear pathways. These rooms include air conditioning, minibar, LCD TV, in-room safe, free Wi-Fi, bathrobe, and slippers, ensuring comfort, safety, and convenience for guests with reduced mobility.
 Figure 2. 4 Executive Club Source : (JHL Website)	There are 10 Executive Club Rooms, each 38 sqm with modern décor and luxury. They feature king or double beds, premium linens, air conditioning, LCD TV, minibar, free Wi-Fi, bathrobe, slippers, and a bathtub with shower, offering a peaceful and functional stay for both business and leisure travelers.
 Figure 2. 5 Junior Suite Source : (JHL Website)	The Junior Suite offers 35 units of 45 sqm luxury with panoramic double-faced windows and natural light. Featuring king or double beds, air conditioning, LCD TV, in-room safe, minibar, free Wi-Fi, bathrobe, slippers, and a bathtub with shower, it provides a serene and stylish stay for both leisure and business travelers.
	The Executive Suite offers 17 units of 56 sqm

 Figure 2. 6 Executive Suite Source : (JHL Website)	luxury with a separate living area and stunning Tangerang skyline views. Featuring king or double beds, air conditioning, LCD TV, in-room safe, minibar, bathrobe, slippers, bathtub with shower, and free Wi-Fi, it combines elegance and functionality for families and business travelers.
 Figure 2. 7 Solitaire Signature Suite Source : (JHL Website)	The Solitaire Signature Suite at JHL Solitaire Gading Serpong is a unique 129 sqm luxury unit with a spacious living area, dining table, work desk, kitchenette, and lavish bathroom. It offers stunning Tangerang skyline views and premium amenities for a sophisticated, comfortable stay.
 Figure 2. 8 Chairman Suite Room Source : (JHL Website)	The Chairman Suite at JHL Solitaire Gading Serpong is a 227 sqm luxury space with dining, work area, kitchenette, bathtub, rain shower, skyline views, and premium amenities for ultimate comfort.

Table 2. 2 Hotel Restaurant, Café and Bar

Photo	Description
 Figure 2. 9 Mangan All Day Dining Restaurant Source : (JHL Website)	Mangan All Day Dining on the second floor of JHL Solitaire offers international cuisine in a modern, clean setting. Open daily from 6 am to 10 pm, it serves breakfast, lunch, dinner, and desserts with a casual atmosphere and relaxed dress code.

 Figure 2. 10 Royal Eight Chinese Dining Source : (JHL Website)	Royal Eight Chinese Dining, on the fifth floor of JHL Solitaire Gading Serpong, offers a sophisticated semi-fine dining experience. Open for lunch (weekdays 11 AM–3 PM, weekends 9 AM–3 PM) and dinner daily (6 PM–10 PM), it features contemporary design and authentic Chinese cuisine in a cozy, relaxed atmosphere.
 Figure 2. 11 Al Gusto Italian Dining Bar Source : (JHL Website)	Al Gusto Italian Dining, on the second floor, offers a relaxed Italian dining experience with gueridon service. Highlights include chef's Dry-Aged Beef paired with unique housemade drinks. Guests enjoy daily live music themed "Old Songs like Old Friends." Open from 11 am to 11 pm, it combines food, drinks, and entertainment in a cozy atmosphere.
 Figure 2. 11 Le Bleu Café Des Fleurs Source : (JHL Website)	Located on the ground floor, Le Bleu Café des Fleurs is a sophisticated café offering international light bites, coffee, and tea in a chic, relaxed setting. Open daily from 11:00 AM to 8:00 PM with a casual dress code, it provides the perfect welcoming atmosphere for busy professionals and leisure guests to unwind.
 Figure 2. 12 Empress China Bar Source : (JHL Website)	Empress China Bar on the fifth floor of JHL Solitaire Gading Serpong features a unique "China Bar" theme and outdoor setting. Known for its wide alcohol selection and signature cocktails, it offers lively nightlife with live bands and DJs. Open daily from 3 pm to midnight, it has a relaxed dress code and dining atmosphere.

 Figure 2. 13 Castro Lounge & Cigar Bar Source : (JHL Website)	Located on the mezzanine floor, Castro Lounge & Cigar Bar offers a relaxed yet elegant atmosphere with a wide selection of cocktails and fine cigars. The à la carte menu features savory and sweet dishes, along with specialty coffee and fresh pastries. Open daily from 11 a.m. to 10:30 p.m., it provides casual dining with international flavors and a relaxed dress code.
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Table 2. 3 Hotel Facilities

 Figure 2. 14 Acqua Spa Wellness Source : (JHL Website)	Located on the 3rd floor, our spa blends local wisdom and coastal resources to offer nourishing, therapeutic treatments for the mind, body, and soul. Open daily
 Figure 2. 15 Acquaree Kids Spa Journey Source : (JHL Website)	Acquaree Kids Spa Journey is Indonesia's first interactive spa circuit designed just for children. Located on the 3rd floor and open daily from 10 AM to 8 PM, it offers a safe, fun, and relaxing environment where kids can channel their energy, express their creativity, and leave with lasting smiles.
 Figure 2. 16 LE MÈRE Glam Et Beauté Lounge Source : (JHL Website)	LE MÈRE Glam Et Beauté Lounge offers a premium, head-to-toe beauty experience by skilled experts in a luxurious, tranquil setting. Conveniently located in the ground floor lobby and open daily from 10 AM to 7 PM, the 90-square-meter salon includes a private VIP area to ensure maximum guest comfort.

 Figure 2. 17 The Work Out Source : (JHL Website)	Located on the 3rd floor, The Work Out is a premium fitness center featuring contemporary equipment for both high-intensity workouts and daily fitness maintenance. Open daily from 6:00 AM to 10:00 PM, it is designed to fully support guests' wellness routines during their stay.
 Figure 2. 18 Sky Ballroom Source : (JHL Website)	The Sky Ballroom is a remarkable indoor venue for celebrations such as weddings and graduations and private events, situated on the 15th floor at a height of 200 feet. Equipped with cutting-edge audiovisual equipment, fast Wi-Fi, and bright floor-to-ceiling windows, it can hold 200 ceremonies and 250 receptions, making it an unforgettable setting for any special occasion.
 Figure 2. 19 Sky Garden Source : (JHL Website)	For small weddings and parties, Sky Garden is a charming rooftop haven with classic elegance and stunning views. With space for as many as 500 people for the ceremony and 50 for a reception, this indoor location promises a memorable event in a grand setting.
 Figure 2. 20 Citrine Meeting Room Source : (JHL Website)	Located on the sixth floor, this 92 sqm space with a 2.4-meter ceiling provides a comfortable venue for business events and mid-sized meetings. Its flexible layout supports U-shape (36), classroom (45), boardroom (30), theater (50), round table (32), and cocktail (60) setups.

 Figure 2. 21 Zircon Meeting Room Source : (JHL Website)	Located on the 6th floor, this contemporary 92-square-meter room features a 2.4-meter ceiling, offering a versatile space for meetings and workshops. It flexibly accommodates various setups, hosting up to 60 guests for cocktails, 50 in theater style, 45 in a classroom layout, 36 in a U-shape, 32 at round tables, or 30 in a boardroom configuration.
 Figure 2. 22 Lapiz Lazuli Meeting Room Source : (JHL Website)	This venue, which is 92 square meters in size and has a 2.4-meter ceiling, is located on the sixth level. It provides a flexible arrangement that blends comfort and functionality, making it appropriate for both private and business events. U-shaped Class room: 23 people; board room: 25 people; theater: 40 people; round table: 24 people; cocktail: 20 people
 Figure 2. 23 Moonstone Meeting Room Source : (JHL Website)	This 80 sqm room on the sixth floor with a 2.4-meter ceiling is ideal for small to medium formal events. It offers flexible layouts: U-shape (23), classroom (25), boardroom (24), theater (40), round table (24), and cocktail (25).
 Figure 2. 24 Garnet Meeting Room Source : (JHL Website)	Situated on the sixth floor, this 80-square-meter space with a 2.4-meter ceiling is perfect for private parties, brainstorming sessions, and board meetings. A U-shape (35 people), classroom (40 people), boardroom (25 people), theater (45 people), round table (32 people), and cocktail (50 people) are just a few of the combinations that its flexible structure can support.

 Figure 2. 25 Topaz Meeting Room Source : (JHL Website)	An 80 sqm space on the sixth floor with a 2.4-meter ceiling offers a sophisticated, versatile venue for events. It accommodates various setups: U-shape (35), classroom (40), boardroom (25), theater (45), round table (32), and cocktail (50) guests.
 Figure 2. 26 Tourmaline Meeting Room Source : (JHL Website)	The 67 sqm Tourmaline Room on the sixth floor features a 2.4-meter ceiling and sleek design, ideal for small events or meetings. Its flexible layout supports U-shape (15), classroom (15), boardroom (15), theater (25), round table (16), and cocktail (20) setups.

2.2. Department's Overview

An organization chart is essential for hotels in order to provide a clear structure for their complex operations. Each job title and its associated obligations are carefully defined by this graphic depiction, which guarantees that each employee is aware of their precise duties and responsibilities. Additionally, the chart clearly shows the reporting lines and hierarchical structure, making the chain of command within as well as between departments clear. This promotes effective communication and highlights the best avenues for disseminating information. Below is the structure organization in the F&B service JHL Solitaire.

The Food and Beverage Department has a hierarchical organizational structure that clearly defines the roles and responsibilities of each position. The department is led by the Head of Department, supported by the Food & Beverage Manager and Assistant Food & Beverage Manager, who oversee four main operational sections: Banquet, Room Service, Restaurant, and Bar. Each section is managed by dedicated supervisors and operational staff to ensure efficient coordination, smooth daily operations, and high-quality guest service employees in

carrying out their duties professionally.

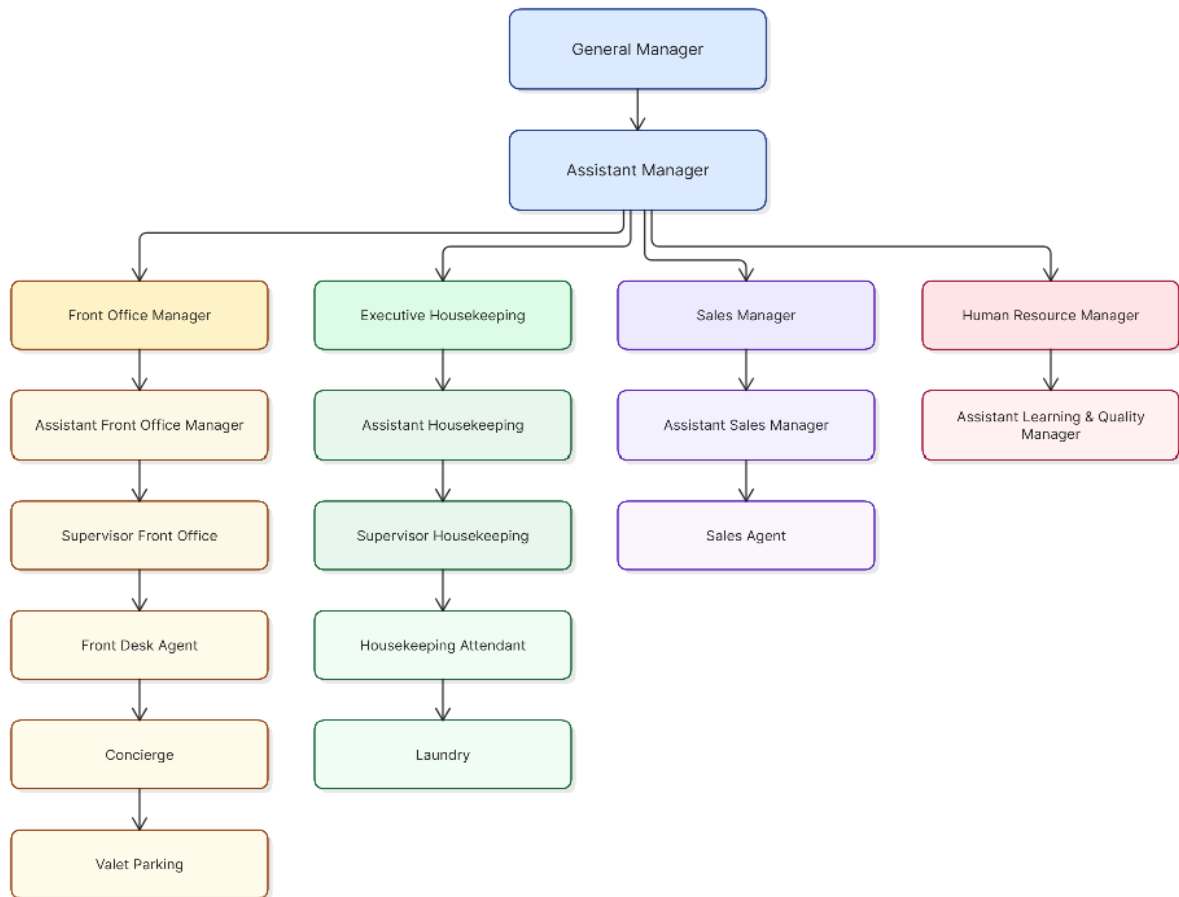


Figure 2. 27 Hotel Structure Organization

The organizational structure above describes the hierarchy and distribution of responsibilities within the hotel organization. It illustrates how each department is interconnected to support the hotel's operational activities effectively and efficiently. Starting from the General Manager as the highest authority, the structure is divided into several major departments, including Front Office, Housekeeping, Sales, and Human Resource. Each department has its own specific roles and responsibilities that contribute to delivering quality service, maintaining operational standards, and achieving the hotel's overall goals. This organizational structure also helps establish clear communication and employees in carrying out their duties professionally.

In conclusion, the organizational structure plays an important role in

ensuring the smooth operation of the hotel. By having a clear hierarchy and division of responsibilities, each department and employee can perform their duties effectively and cooperate efficiently with one another. The structure not only supports operational management but also helps improve service quality and guest satisfaction. Therefore, a well-organized structure is essential for achieving the hotel's objectives and maintaining professional performance in the hospitality industry.

