

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 History of Hotel Indonesia Kempinski Jakarta

Hotel Indonesia Kempinski Jakarta is centrally located on Jalan MH Thamrin No 1, facing the famous roundabout that is the capital's main landmark, and which is known locally as Bundaran Hotel Indonesia, or more commonly Bundaran HI (pronounced-bundaran ha-ee : bundaran is Indonesian for-roundabout). The avenue and the general area in which the hotel is located are Jakarta's most sought-after addresses as they house government buildings, embassies and office towers, as well as the country's most famous shopping malls.



Picture 1. Hotel Indonesia Kempinski Jakarta (Kempinski, 2020)

Hotel Indonesia is the first star hotel built in Jakarta, Indonesia. The hotel was inaugurated on August 5, 1962 by the First President of Indonesia, Soekarno to welcome the Asian Games IV in 1962. Hotel Indonesia building was designed by architect Abel Sorensen and his wife, Wendy, from the United States. Occupying an area of 25,082 square meters, the hotel has the slogan of A Dramatic Symbol of Free Nations Working Together.

Starting from the visit of Sukarno America, In New York he visited the building of the United Nations (United Nations) and he was amazed and looking for the architect Abel Sorensen. He believes that architecture can inspire the resurrection of the soul, and Hotel Indonesia is part of what he believes can awaken the soul.

In one of his speeches, Soekarno called Hotel Indonesia the face of Indonesia, and the title of the speech at the inauguration of Hotel Indonesia on August 5, 1962 was `Show the Indonesian Personality`, So, Hotel Indonesia according to Soekarno concept was part of national politics at that time called Trisakti , one of the trisakti is personality in culture.

Hotel Indonesia at its time was the grandest hotel in Southeast Asia and the Hotel is also the center of many cultural activities. Starting from musical events and theater performances are regularly staged at the hotel. Cultural events that have been held regularly catapulted some of Indonesia's leading artists. Among them, Teguh Karya who was the stage manager of Hotel Indonesia, Slamet Rahardjo and Rima Melati. Another interesting note is that Hotel Indonesia, being a reference point for urban lifestyle. Successful rich people and government officials often arrange meetings at hotels.

`Hotel Indonesia is probably the only hotel in Indonesia that the president built directly, and not a hotel that was deliberately designed to welcome modernism while maintaining tradition, but both met and it was done very beautifully as a joint work, joint work of all Indonesian artists of all elements, this moment that is not owned by any hotel in Indonesia or the world, "said historian JJ Rizal.

Formerly this 16-story building contains 500 bedrooms, and now the number is no longer more than 300. Historical art always greet hotel guests, Balinese life relief was 68 meters width done by 53 artists until now still awake sculpture. Running time but historical antique objects still awake neatly in the Heritage Room, from the inauguration scissors used Soekarno and a set of cutlery used during the opening of the hotel, until the first elevator in Indonesia which only contains 4 people was in this hotel.

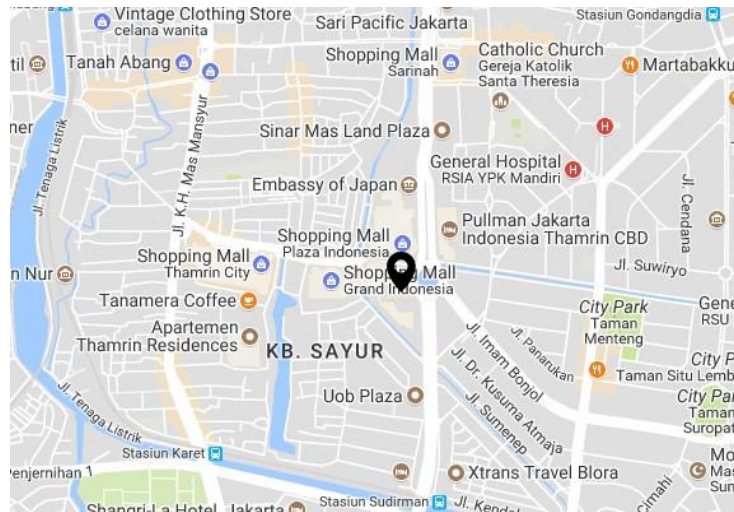
Now, Hotel Indonesia is managed by the Kempinski group and its name is adjusted to Hotel Indonesia - Kempinski, although initially there was a mass demonstration due to the change of its managers. The area surrounding Hotel Indonesia is now a multi-purpose complex under the name Grand Indonesia which consists of office buildings (Tower BCA and Grand Indonesia Office tower), apartments (Kempinski Residence), and shopping center. One tenant who has occupied the mall of Grand Indonesia is Blitzmegaplex cinema and 3 department stores Seibu, Debenhams, Alun-Alun Indonesia. After undergoing renovation for 5 years, on May 20, 2009 Hotel Indonesia - Kempinski was reopened by President Susilo Bambang Yudhoyono.

2.1.1 Logo



Picture 2. Logo of Hotel Indonesia Kempinski Jakarta.

2.1.2 Location



Picture 3. Location of Hotel Indonesia Kempinski Jakarta (Kempinski, 2020)

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2.1.3 The Kempinski Culture

1. People Oriented

We give our guests, as well as our colleagues, the feeling of belonging to Kempinski.

- Respect people's ideas.
- Never forget to say the ultimate three words : Excuse me, Please and Thankyou.
- Care about people.

2. Straightforward.

We are a hands-on company, with famous substance and style.

- Give honest feedback.
- Be willing to admit when we do mistakes.
- Encourage positive behavior.

3. Entrepreneurial Performance.

Excellent service is not determined by prescribed processes and standards, but by initiative and engagement.

- Be open to change.
- Challenge yourself.
- Take initiative.

4. Creating Traditions.

Employees create new traditions by exceeding the existing ones.

- Give new ideas to become tradition.
- Share knowledge with others.
- Dare to be creative.

5. Passion for European Luxury.

We embody the best of European Grand Hotel tradition and timeless elegance, combined with an aspiration for innovative perfection.

2.1.4 Features of Hotel Indonesia Kempinski Jakarta

The Kempinski name is proudly borne by a growing collection of distinguished properties around the world. As Europe's oldest luxury hotel group, we are committed to providing our guests with memorable journeys inspired by exquisite European flair. We believe life should be lived with style.

Each year, an increasing number of guests come to appreciate these qualities, as Kempinski adds new, exciting destinations in Europe, the Middle East, Africa, Asia and The Americas. While this growth reflects the strength and success of the Kempinski brand, the collection will remain a limited one, where exclusivity can be nurtured and individuality can flourish.

Hotel Indonesia Kempinski Jakarta adjust two different culture, which are Indonesian for traditional aspects and European for luxury aspects. All the side of the hotel and rooms have the historical picture, carving or symbol of Indonesian culture that our hotel still get stronghold into it.

Not just their luxury facilities, Hotel Indonesia Kempinski has their variety of Food and Beverage Restaurant, which are : Signature restaurant, OKU Japanese fine-dining restaurant, Paulaner Brauhaus, Kempideli and also have the executive lounge and four ballroom that has never ending event.

1. Paulaner Brauhaus



Picture 4. Paulaner Brauhaus (Kempinski, 2020)

The only microbrewery restaurant in the country, Paulaner Bräuhaus Jakarta is a 400-seat establishment that serves traditional Bavarian food and its famed German beer, which is made only with authentic imported ingredients. The Bräuhaus offers a lounge with city views, nightly live music performances, and screens for major sports broadcasts. Every year, Paulaner also holds the only authentic Oktoberfest in the country.

2. OKU Japanese Restaurant



Picture 5. OKU Japanese Restaurant (Kempinski, 2020)

Japanese premium restaurant OKU is the latest addition to Jakarta's vibrant culinary scene. Helmed by Chef Kazumasa Yazawa, OKU offers a modern take on Japanese dishes combined with traditional flair, which, when combined with its Zen-like atmosphere and laid-back jazzy vibes, makes it perfect for business lunches, special-occasion dinners and after-work destinations.

3. Signature Restaurant



Picture 6. Signature Restaurant (Kempinski, 2020)

Signatures Restaurant presents a warm and welcoming ambience to those seeking a perfect buffet or à la carte, breakfast, lunch or dinner. Rich in Indonesian heritage and replete with art and photography celebrating the history of Hotel Indonesia, the restaurant's signature dish is the legendary Bubur Ayam HI. Meanwhile, a full international buffet, open kitchen and children's play area top off this vibrant eating space.

4. Lobby Nirwana Lounge



Picture 7. Lobby Nirwana Lounge (Kempinski, 2020)

This lounge is a sleek and contemporary space serving daily afternoon teas with sandwiches and freshly baked scones, pastries and cakes. You can also enjoy the legendary Bubur Ayam HI here, or savour our Nasi Goreng Kampung (villager's fried rice) and Pisang Goreng (Indonesian banana fritters).

5. Sky Pool Bar Café



Picture 8. Sky Pool Bar Café (Kempinski, 2020)

This is the perfect place to unwind and escape the frenetic pace of the city. The Sky Pool Bar & Café is open daily and its most sought-after date is 14 February for a uniquely intimate dinner date. Sky Pool Bar Café is open daily and is accessible from the 17th floor of the Ramayana wing of the hotel or from the 11th floor of Kempinski Residence.

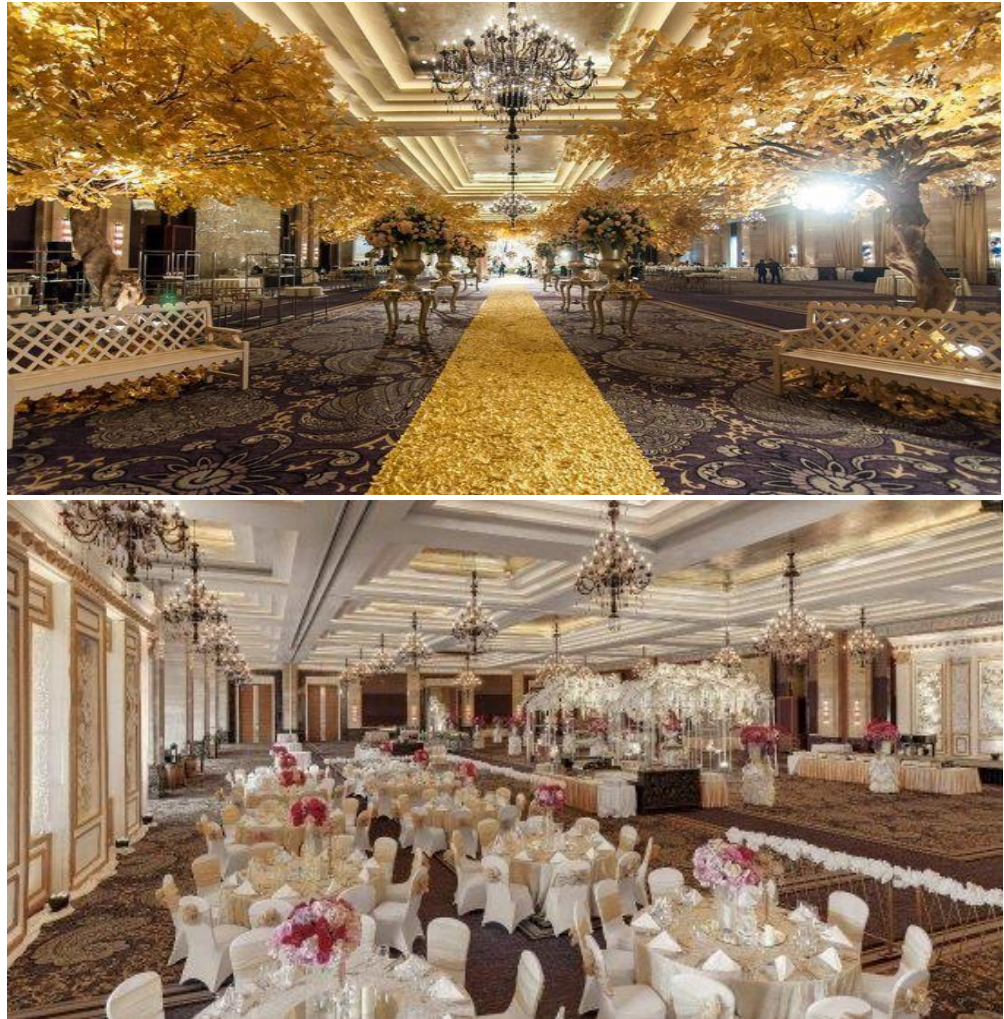
6. Kempideli



Picture 9. Kempideli (Kempinski, 2020)

Kempideli is a fine-food delicatessen that showcases Hotel Indonesia Kempinski's home-made products, including sausages, cold cuts and up to 30 types of authentic European bread and pastry. The Deli also caters to foodies who like to just grab and go or pick the best products to cook at home.

7. The Kempinski Grand Ballroom



Picture 10. The Kempinski Grand Ballroom (Kempinski, 2020)

The Kempinski Grand Ballroom is the biggest ballroom among all the hotels in West Mall, Grand Indonesia Jakarta. Mostly this ballroom only used for wedding party and huge scale of meetings event with total capacity 4000 persons. Can arranged with 1000 banquet set table, 3000 cocktail set table, 1140 classroom set e and 2400 theatre set.

8. Bali Room



Picture 11. Bali Room (Kempinski, 2020)

Bali Room is the 2nd biggest ballroom of Hotel Indonesia Kempinski Jakarta. The event that can held in here such as ; Wedding, Prom-night Party, Sweet-seventeen, Party, Kids Birthday Party. With capacity 1500 guests.

9. The Heritage Room



Picture 12. The Heritage Room (Kempinski, 2020)

The Heritage Room that located in 16th floor in Hotel Indonesia Kempinski. Capacity up to 200 guests, that only used for meeting occasion.

10. Pelataran Ramayana



Picture 13. Pelataran Ramayana (Kempinski, 2020)

Pelataran Ramayana is multifunction venue, quiet space and tropical garden located right in the heart of the city. Accessible from Grand Indonesia's Thamrin entrance and the lobby of the heritage-rich Hotel Indonesia Kempinski, it features both indoor and outdoor spaces that are packed with Indonesian history.

The building dates back to a golden age in Indonesia's past. It was here, in the 1960s, that President Soekarno held many of his state dinners, welcoming world leaders and showcasing the most luxurious Indonesian hospitality in what was then the country's largest restaurant. Ramayana then continued to play an important role in diplomacy in the

Soeharto era—it was where the president held a dinner with Queen Juliana from the Netherlands to repair the relationship between the two countries after Dutch colonisation.

Now reopened, Pelataran Ramayana comprises a 135-square-metre glass-doored dome bathed in natural light, which gives the space a beautiful blue hue in the late afternoon. Pillarless and featuring high ceilings as well as classic artworks from some of Indonesia’s most celebrated artists, it is the perfect venue for functions, weddings and other events. Meanwhile, the outer courtyard has amphitheatre-style steps, making it perfect for creative events such as fashion trunk shows and art performances.

11. Kempinski The Spa



Picture 14. Kempinski The Spa (Kempinski, 2020)

Kempinski The Spa has been designed to provide every guest with a personal sanctuary away from the hectic pace of modern city life. Using only the finest natural products and herbs, our team of professional therapists offer you the ultimate greatest five-star luxury hotel spa experience.

Covering an area of some 140 sq m, Kempinski The Spa features personalised treatments, elevating your spirit, relaxing your body and invigorating your mind. Open at 08:00 till 23:00 every day.

12. Ganesha Executive Club Lounge



Picture 15. Ganesha Executive Club Lounge (Kempinski, 2020)

Suite guests have special access to the Ganesha Executive Club Lounge, on Floor 7, with views of Jakarta landmark the Bundaran HI (Hotel Indonesia Roundabout). A cozy yet exclusive space, the Club Lounge offers a range of benefits, including separate check-in and check-out within the lounge, complimentary wireless high-speed Internet access, light breakfast, evening drinks and canapés and a range of

beverage options.

Club guests also enjoy various special offers on spa and restaurants, use of the Ganesha Executive Boardroom for two hours during their stay and the complimentary pressing of one item of business attire on arrival. Late check-out until 15:00 is also offered as per availability, with access to Club Lounge until the time of departure.

The Club Lounge serves breakfast from 6:00 to 10:30; high tea from 14:00 to 17:00. Pre-dinner cocktails and snacks are served from 18:00 to 21:00. Guests in our suites receive extra complimentary access to the Club Lounge.

13. Fitness Centre



Picture 16 Fitness Centre (Kempinski, 2020)

The fitness centre has breathtaking panoramic views of the city. Sweat and burn off calories with our top-of-the-line cardio and power equipment.

Facilities:

- Steam and sauna room
- Air-conditioned fitness area International-standard gym equipment
- TV screens

Services at Fitness Centre:

- Yoga mats upon request in room
- A personal trainer available upon request
- Fresh fruits and water free of charge
- Free towel

2.2 Vision, Mission, and Company Objective

2.2.1 Global Vision of Hotel Indonesia Kempinski Jakarta

- Became famous as a hotelier offering the art of European Luxury Hotel, favored by everyone who expects good individuality

2.2.2 Global Mission of Hotel Indonesia Kempinski Jakarta

- Incorporating unique and unique services delivered through management, while ensuring the financial performance of our owners.
- Known as the premier luxury hotel in the capital city of Jakarta with its unique, personal and unforgettable experience in the history of European tradition.
- Introducing genuine Indonesian hospitality to all visitors in terms of culture and the surrounding environment.

2.3 Organizational Structure and Main Task

Table 1. Organizational Structure and Main Task

POSITION	JOB DESCRIPTION
Executive Head Chef	<ul style="list-style-type: none"> - To ensure the menus are correctly calculated to ensure maximum gross profit - To ensure that all the staff are constantly trained to affect good position control and pleasing presentation of dishes - To ensure that sufficient stocks of all materials are being kept and stored under the correct conditions. - To ensure to follow hygiene requirements - To ensure that maintenance problems are promptly reported - To ensure that attendance registers are kept daily is reported to management without delay - To ensure that all documents are passed to management - To ensure that staff dressed properly
Sous Chef	<ul style="list-style-type: none"> - Assist in maintaining inventory - Observe production of signature and main kitchen operation - Perform other duties as assigned
Chef De Partie	<ul style="list-style-type: none"> - To ensure all the stocks are kept under optimum conditions - To ensure that all mise-en-place is always freshly prepared on time - To ensure all the dishes are being prepared to the

	<p>correct recipe and to the correct quantity</p> <ul style="list-style-type: none"> - To ensure that the section is being kept clean and tidy - To attend training course - To strive to study management subjects in preparation for future advancement
Demi Chef & Commis Chef	<ul style="list-style-type: none"> - To ensure all the products well prepared and meet the standard - To make sure the section is being kept clean and tidy - To attend all the meeting and follow the instruction
Daily worker, Part Timer and Trainee	<ul style="list-style-type: none"> - To ensure not to make any mistakes and know the products well - To ensure prepared the products as the standard - To attend the training course - To ensure the section is being clean and follow the hygiene instruction

