

CHAPTER II
GENERAL DESCRIPTION
OF MANDARIN ORIENTAL JAKARTA



Figure 1. Mandarin Oriental Jakarta

Mandarin Oriental Jakarta (MOJKT) is located in the heart of Jakarta's business, government and diplomatic districts, Bundaran HI which is very strategic and iconic. Within walking distances to major embassies, commercial buildings and luxurious shopping centers, Plaza Indonesia and Grand Indonesia. MOJKT have 272 spacious and wonderfully appointed guest rooms, club rooms and suites are located from 8th to 26th floors giving each rooms a stunning view of Jakarta's Skyline. All rooms feature classic contemporary design firm Lim, Teo, & Wilkes. The latest in-room technology, which includes 48" LCD TV's. MOJKT are equipped with pool, gym, facilities and lot of dining inspiring range of Asian to European like Cinnamon (All Day Dining), Lyon (French Cuisine), Li Feng (Chinese Cuisine), MO BAR, The MO Cake Shop, In-room Dining, and Azure Pool Bar.

2.1 HISTORY

Back to 1832, William Jardine and James Matheson start trading in spice and silks in Canton, China under the name ‘Jardine Matheson & Co’. Jardines (as it is now called) is now one of the largest multinationals in Asia, with its head office located in Hong Kong.

In 1963, the first Mandarin opens in Hong Kong, our flagship property, was the first 5-star luxury hotel on Hong Kong and quickly became the ‘place to meet and be seen’ by royalty, celebrities, and wealthy global travelers.

In 1974, The Oriental, Bangkok joins the group as the second flagship property. This building has historic significance as it more than 100 years old. In the past, it attracted world-famous writers, artists, and royalty guests and remained the leading hotel in the world for more than five years. This hotel was recently renamed as ‘Mandarin Oriental, Bangkok’, in late 2008 in keeping with our brand.

In 1985, Mandarin Oriental Hotel Group (MOHG) was officially launched, the group has increased from 2 to 35 hotels in just over 58 years. Publicly listed on the London and Singapore stock exchanges. Mandarin Oriental is a ‘group’ of individual hotels, it is NOT a hotel chain.

Over the next twenty years the Group opened further Mandarin Oriental hotels in Asia and became firmly established as one of the most elegant and luxurious hotel groups, renowned for offering comfortable and well-appointed accommodation, exceptional facilities and some of the finest restaurants and bars in the region. This was underpinned by impeccable service inspired by our Asian heritage, which made Mandarin Oriental the hotels of choice for residents and luxury travelers alike.

In order to bring our individual brand of acclaimed luxury hospitality to a wider market we began extending our reach, embarking on a growth trajectory to establish our award-winning brand in key city and resort destinations around the globe. In 1987 we launched our first US property in San Francisco, and in the mid-1990s, we purchased our London flagship.

In 2000-2005 Our expansion began in earnest in 2000 with the purchase of the prestigious Rafael Group of hotels which immediately increased our portfolio from 14 to 20 unique properties and gave us critical mass across three continents. During this year, we also completed an extensive renovation of Mandarin Oriental Hyde Park, London and successfully positioned the hotel as one of the finest in the city. We also opened a stylish urban resort in Miami and began the global implementation of our holistic spa concepts.

Today, our extensive collection of holistic spas, which combine Asian and western treatment techniques, achieve numerous individual awards. Mandarin Oriental currently has 13 Forbes “Five-Star” spas across our global portfolio – more than any other hotel brand in the world.

In late 2003, we opened the iconic Mandarin Oriental, New York. This exciting project, located on Columbus Circle firmly established the Group in the all-important US market. During this time, we also successfully launched the first of our Residences at Mandarin Oriental above our New York hotel, offering owners the chance to live a truly luxurious Mandarin Oriental lifestyle. Our expansion in the US continued in 2004 with the opening of Mandarin Oriental, Washington DC.

In 2005 we opened a second luxury hotel in Hong Kong - The Landmark Mandarin Oriental. This intimate and contemporary property offers spacious, modern facilities combined with Mandarin Oriental’s faultless service, and has proved a resounding success. It was clear by now that we were becoming increasingly renowned for spectacular design, and one of our core competencies has been to build established relationships with internationally acclaimed architects and designers, to create our collection of unique hotels. At the end of 2005 we opened another important milestone property in Tokyo, a hotel which is a fine example of striking design that truly reflects the individuality of its location.

At the same time, we began to further develop our expertise for creating superb in-house restaurants and bars. By working with some of the

best chefs in the industry together with encouraging homegrown culinary talent, we offer guests innovative and exciting dining experiences that are exclusive to Mandarin Oriental. Today, we have 27 Michelin stars in 17 restaurants and across a global portfolio of 33 hotels.

Between 2006 and 2010, we extended our reach further, and established select hotels in Prague, Boston, Macau and Barcelona. We also completed a comprehensive USD140 million-dollar renovation of our Hong Kong flagship, which was re-launched with much fanfare at the end of 2006. During this time, we began our growth in mainland China, opening our first resort property in Sanya, on Hainan Island. We also renovated several of our more established Asian properties, to better reflect our growing brand stature.

In 2011 we entered the Paris market to great acclaim, with a superb property situated in a prime location on the Rue St. Honoré and in 2013 we continued our China expansion with the launch of two hotels in Guangzhou and Shanghai. Both hotels received the Hurun ‘Hot Hotel’ award in their opening year, one of the most recognized awards in China. In 2013 we also celebrated “50 Fantastic Years”, with a grand celebration gala held at Mandarin Oriental, Hong Kong, which was attended by many of the celebrities who are “fans” of Mandarin Oriental, as part of our award-winning advertising campaign.

In 2014 we opened a new luxury landmark hotel in Taipei and a beautiful resort in Bodrum, Turkey, and in 2015 we opened hotels in Milan and Marrakech and acquired the iconic Hotel Ritz, Madrid in a joint venture purchase. This historic hotel is currently closed for an extensive refurbishment and is scheduled to reopen in later in 2020.

In 2017 we took over management of Hotel Santiago in Chile, which is open for business and is also currently undergoing a comprehensive renovation. We also extended our resort reach with the opening of Mandarin Oriental, Canouan, in St. Vincent and the Grenadines (pictured).

In 2018 we announced an intimate luxury resort on Lake Como, Italy.

Mandarin Oriental, Lago di Como has already proved to be a stunning complement to our Milan property.

Other openings in 2019 included our first Middle Eastern properties in Dubai and Doha, plus a boutique hotel in China's capital, Beijing. Our London flagship Mandarin Oriental Hyde Park, was fully relaunched in April 2019, following an extensive restoration. We also announced a number of new projects in 2019 including a new residential property in New York, hotels and residences in Istanbul, Dallas and Tel Aviv, a project in Nanjing in China and a hotel in Lake Lucerne, Switzerland.

In January of 2020 we took over management of the iconic Emirates Palace Abu Dhabi. The hotel remains operational while undergoing a phased renovation after which it will be relaunched as a Mandarin Oriental property. Our growth strategy continues, with a strong pipeline of hotels and residences under development, and our development team continues to review opportunities globally.

Another important facet of our brand is The Residences at Mandarin Oriental. These luxurious private homes are attached to or are near our award-winning hotels and offer owners exclusive access to hotel services and facilities together with world class, trusted, management attention.

The group today we are firmly established as a truly global luxury player, with a presence in major cities and resort destinations around the world. We now operate 36 hotels and seven residences in 24 countries and territories, with each property reflecting the Group's oriental heritage.

As we grow, we continue to invest behind our 11,000 dedicated colleagues, who provide extraordinary service, based on our oriental heritage, and who remain our most valuable resource.

Looking to the future, while we continue to grow, our aim is not to be the biggest hotel group in the world, but to be recognized as providing the very best in luxury hospitality.

2.2 Vision and Mission

2.2.1 Vision

A World of Fans

At first the vision was ‘to be recognized as the world’s best luxury hotel group’. As we have grown, so we have developed a new vision:

‘A World of Fans ‘. Every interaction with everyone of our guests is an opportunity to create a ‘Fan’ of Mandarin Oriental. We know we will be succeeded when you say ‘I’m a Fan’. We look forward to welcoming you back soon.

2.2.2 Mission

Our mission is to delight and inspire our fans at every opportunity.

Our guiding principles are:

1) DELIGHTING OUR CUSTOMERS

We are committed to exceeding customers’ expectations by surprising them with our ability to anticipate and fulfil their wishes.

2) DELIGHTING OUR COLLEAGUES

We provide a caring, motivating and rewarding environment for all. We value diversity and bring out the best in our people by investing in their personal development, enabling a fulfilling career with the Group and beyond.

3) BECOMING THE BEST

We are committed to continual improvement and to making a difference every day. We strive to be an innovative leader in our industry.

4) WORKING TOGETHER

We believe in teamwork and we treat each other with mutual trust and respect. By working together cooperatively and inclusively, we all contribute, and are part of, the Group’s success.

5) ACTING WITH RESPONSIBILITY

We maintain integrity, fairness and honesty in all our relationships and in everything that we do. We support initiatives that sustain and improve the environment and are responsible members of our communities. And also, MOHG have 11 pillars of service which are:

1. We understand that you are unique
2. We welcome you with warmth
3. We listen to everything you say
4. We anticipate what you need before you ask
5. We add unexpected joy to your day
6. We never say 'NO'
7. We are mindful of our oriental heritage
8. We guide you if you need direction
9. We recognize you if you are member of FANS of M.O
10. We take ownership
11. We leave you with lasting memories.

2.3 Location of Mandarin Oriental Jakarta

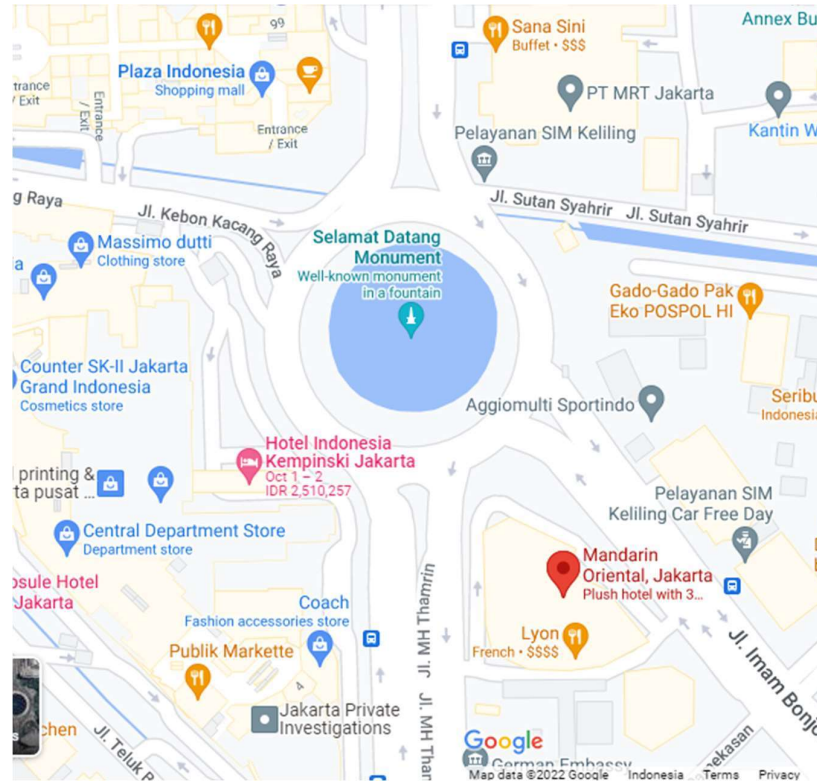


Figure 2. Mandarin Oriental Jakarta Maps

Information about location:

Address : Jl. MH Thamrin POBOX 3392, Jakarta 10310

Phone : 021 2993 8888, Fax: 021 2993 8889

Email : mojkt-enquieies@mohg.com

Website : www.mandarinoriental.com

2.4 Features in MOJKT

2.4.1 MOJKT Rooms:



Figure 3. Deluxe corner room

MOJKT Deluxe Corner Room

1) ROOM DETAILS:

With unparalleled views of Jakarta's skyline, these corner rooms provide space, privacy and serenity.

A 47 sqm corner room and 1 king bed

2) HIGHLIGHTS:

City view / custom-designed furniture / spacious bathroom / working desk with multihub.



Figure 4. Deluxe Room

MOJKT Deluxe Room

1) ROOM DETAILS:

With breathtaking views of Jakarta's skyline, these rooms provide space, privacy and serenity.

A 47 sqm / 505sqf room

2) HIGHLIGHTS:

City view / custom-designed furniture / spacious bathroom / working desk with multihub.



Figure 5. Urban Suite Room

MOJKT Urban Suite Room

1) ROOM DETAILS:

With sweeping views of Jakarta's gateway, these one-bedroom suites feature a separate living area to unwind with family or friends.

A 64 sqm / 688sqf room with 1 king bed

2) HIGHLIGHTS:

City view / custom-designed furniture / living room with sofa / spacious bathroom / views of the welcome monument / working desk with multihub.



Figure 6. Oriental Suites Room

MOJKT Oriental Suites Room

1) ROOM DETAILS:

Overlooking Jalan Sudirman and the Welcome Monument, the spacious accommodation includes a large bedroom, a living room with separate study and dining areas. The bathroom has a large bathtub and a walk-in rain shower.

A 95 sqm / 1022 sqf and king bed.

2) HIGHLIGHTS:

Bath and walk-in shower / club lounge access / elegant study area / large bedroom with king bed / teak floors and oriental rugs.



Figure 7. Mandarin Suite

MOJKT Mandarin Suite Room

1) ROOM DETAILS:

Located on our top floor, the spacious suite boasts a kitchen, dining room for 10 and a reception foyer. There is also a separate study, master bedroom, and bathroom with a bath, walk-in rainforest shower and double vanity.

A 200 sqm / 2152 sqf and king bed.

2) HIGHLIGHTS:

63 IN screen and surrounding sound / bath and walk-in shower / bedroom with king bed / kitchen and dining room for 10 / separate study / top floor location.

2.5 The MOJKT Facilities

2.5.1 Fitness & Wellness



Figure 8. Fitness Centre

- 1) Opening Hours : 24 hours (gym instructor available at 6 am – 11 pm).
- 2) Benefits for member : unlimited free access to gym and pool for one year, free laundry of gym workout clothing after exercise, complimentary one time 90' full body massage, 20% discount at F&B outlet, steam and sauna, etc.

2.5.2 Swimming Pool

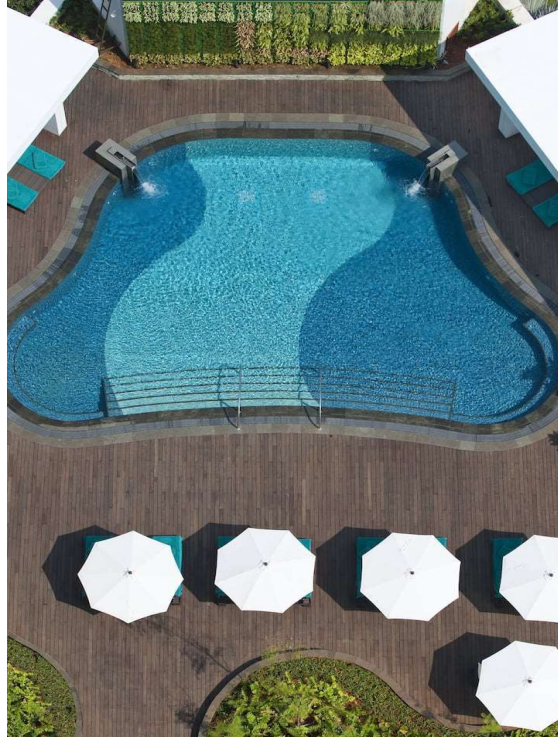


Figure 9. Swimming Pool

Opening hours : 6 am – 10 pm

Depth : 1,1 – 1,8 meters

2.5.3 Treatment room



Figure 10. The Spa Room

Opening hours : 9 am – 12 am (Temporarily closed due to pandemic situation)

Total Treatment Room: 4 single cabins

2.5.4 The ballroom



Figure 11. Tanjung Rasamala Ballroom



Figure 12. Esquire Room



Figure 13. Diponegoro, Imam Bonjol and Thamrin Room

2.6 The Restaurants

2.6.1 Cinnamon, All day dining Restaurant



Figure 14. Cinnamon Restaurant

A lively, contemporary restaurant that offers casual all-day-dining and specializes in authentic Asian cuisine.

Opening Hours : - Breakfast: Buffet / A La Carte Monday-Friday
06.00-10.00. Saturday-Sunday 06.00-10.30.
- Lunch: Every day at 12.00-15.00
- Dinner: Every day at 18.00-21.00

Location : Lobby Floor

2.6.2 The Mandarin Cake Shop



Figure 15. The Mandarin Cake Shop

The Mandarin cake shop features the finest homemade selection of cakes, pastries, and chocolates.

Opening Hours : Every day 8.00 am – 9.00 pm

Location : Lobby Floor (part of Cinnamon Restaurant)

2.6.3 Li-Feng Chinese Restaurant



Figure 16. Li Feng Restaurant

Li Feng – Beauty in abundance, oceans of vast flavours and magnificent beauty. Serves forth an authentic lavish Cantonese cuisine especially prepared by a gastronomy master, in an ethereal classic, culturally rich space.

Opening Hours:

Lunch :

Monday – Friday: 11.30-14.30

Saturday – Sunday: 11.00-15.00

Dinner :

Monday – Sunday: 18.00-21.00

Signature Dishes :

- 1) Deep Fried Black Swan Dumplings
- 2) Fresh Dalian Abalone Tart
- 3) Baked King Prawn with Rock Salt.

Location : 2nd Floor

2.6.4 Lyon French Restaurant



Figure 17. Lyon Saturday Brunch

French Brasserie charmed by a chic and enchanting interior. Offer a fine French Brasserie cuisine complemented by a savvy and friendly services.

Opening hours :

Lunch :

Monday – Sunday: 12.00-14.30

Saturday Brunch: 11.30-14.30

Dinner:

Monday – Sunday: 18.00-21.00

Signature Dishes :

- 1) Sous Vide Salmon
- 2) Aged Comte Cheese Ravioli.

Location : 2nd Floor

2.6.5 MO BAR



Figure 18. MO BAR

Operational Hours :

Monday – Saturday: 5.00 pm – 01.00 am

Sunday & Public Holiday: 5.00 pm – 12.00 am

Entertainment :

Every Wednesday: Fortunate – Top 80's: 8 pm – 11 pm

Every Thursday: Sha and Bright band – Top 40's: 8 pm – 11 pm

Signature Beverages :

- 1) Ice Campur Colada
- 2) MO Negroni, Clover Club
- 3) Mango Cocotini.

2.6.6 Azure Pool Side Bar



Figure 19. Azure

Indulge in tranquillity and attentive yet unobtrusive service. Azure offers selections of light menu by pool, it's a perfect venue for smaller party with open grill area.

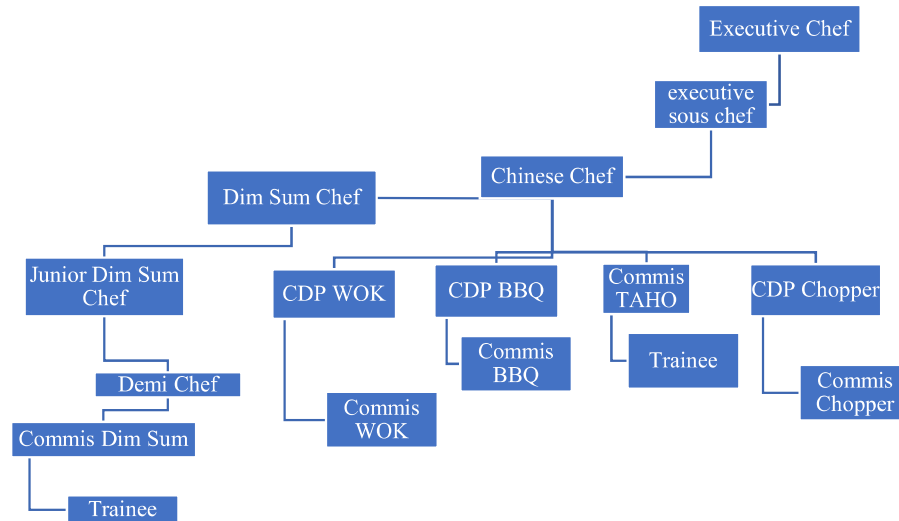
Operation Hours : 10 am – 8 pm

Seating Capacity : 30 seats

Location : 5th floor

2.7 Kitchen Organisation (Li Feng)

Features in MOJKT Li Feng Restaurant



1) Executive Chef:

- Make sure the operation is run smoothly
- Helping every kitchen that needs any help
- Controlling and make sure that every staff following the right SOP
- Checking food safeties

2) Executive Sous Chef:

- Take care of VIP's Guest
- Give briefing every morning before operations start
- Take responsibility and give solutions
- Ordering needs and control budget

3) Chinese Chef

- Take care every staff
- Give training every day and reminding all the SOP
- Make sure that restaurant run smoothly
- Taking care of complains.
- Organizing staff schedules and annual leaves
- Checking what their staff do if its as SOP or not
- Make new menu
- Do paper work

4) Dim Sum Chef

- Responsibility on making production
- Make new menu
- Take care kitchen when the Chinese chef is not around
- Checking market list for the operation

5) Junior Dim Sum Chef

- Be chef in charge when Dim Sum Chef is not around
- Make market list
- Responsibility to make Dim Sum as needed
- Checking what their staff do

6) Demi Chef Dim Sum

- Responsibility in both steam and fried station
- Taking care the Dim Sum and Desserts
- Make sure that the dishes are all cooked
- Plating as well and make Rice Roll as order
- Make sauce and condiments for Dim Sum

7) Commis Dim Sum

- Do steam and fried Dim Sum
- Refill the condiments and under line for Dim Sum
- Make desserts and Rice Roll as well
- Plating order
- Make market list

8) Trainee Dim Sum

- Mise en place all the ingredients for Dim Sum fillings
- Helping production and steam or fried Dim Sum
- Make Momo Skin for BBQ
- Make basic Dim Sum like shumai and wonton for banquet / cinnamon
- Clean and sanitize
- Responsibility on changing label

9) CDP WOK

- Do the paper work as well
- Helping Chinese chef
- Cook as order
- Market list
- Give training

10) Commis WOK

- Deep fried the condiments
- Start cooking but basic food first like fried rice
- Take care of sauce and seasoning
- Market list

11) CDP BBQ

- Make recipe and new menu for BBQ Station
- Taking care cold kitchen and salad
- Make marination and order as well
- Make sure the quality of the BBQ
- Order market list

12) Commis BBQ

- Do their job as order
- Make BBQ food
- Preparing condiments and sauce

13) CDP Chopper

- Make sure that items / ingredients in the chiller is enough for at least 3 days
- Market list
- Chop and cut all the condiments for dishes
- Taking care of receiving items
- Checking what item is come / rejected

14) Commis Chopper

- Do their job as needed
- Taking care the chiller
- Clean the chiller
- Mise en place all the condiment and refill

15) TAHO

- Responsibility on making sauce for WOK
- Responsibility to taking care Chinaware
- Make the garnish freshly before operation
- Make batter and egg pancake for dishes
- Prepare flower garnish for plating

16) Trainee TAHO

- Learn how to make the sauce step by step
- Make spun sugar for plating
- Help other station if needed
- Checking food as order

2.8 Personal Hygiene SOP



Figure 20. How to Wear Mask

New normal era, always wear your mask everywhere you go. Start from the beginning and change your mask every 4 hours. If the mask is contaminated, it is MUST be replaced by a new mask immediately.



Figure 21. How to Wash Your Hand

One of the personal hygiene is to wash your hand before entering kitchen. Wash your hand using running warm water with 38°C for at least 30 second. Always wash your hand before doing every task and keep washing your hand every 30 minutes if doing the same tasks.



Figure 22. How to Take Off Your Gloves

When serving Ready To Eat (RTE) Food and serving customers, you must use hand gloves. Make sure that your hand is clean before using hand gloves. Change the gloves immediately when contaminated or perforated and every 30 minutes.

2.9 Personal Grooming Standard



Figure 23. Personal Grooming Hygiene

Personal Grooming starts by top to toe. Starts from the head, your hair should be properly tied / trimmed inside the cap and always use hair net / chef hat to prevent your hairs falling down into the dishes. No earring or necklace allowed. Wear a nice, neat, and clean uniform. Down to the hand, do not use bracelets or rings to prevent from heat. Cover all wounds because it can contaminate the dishes (biological reaction). Nails should be short and clean; no nail art. Use a proper pants not too tight and not ripped. Always wear a safety shoe that is not slippery.

2.10 How to Clean Kitchen Station



Figure 24. Cleaning Dim Sum Station



Figure 25. Sanitizing



Figure 26. Gas and Electric

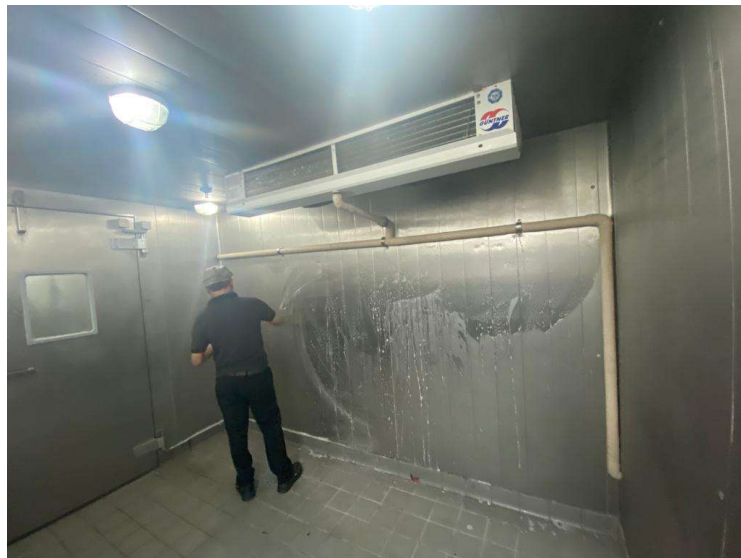


Figure 27. Chiller Deep Cleaning

- Always clean and sanitize station before doing anything with J-512
- After closing, all the utensils and station need to be clean by soap and sanitize with J-512
- Don't forget to take picture to proofed that the kitchen already cleaned
- Do the deep cleaning chiller and freezer once a week every Monday
- Deep cleaning each room once in every month.
- Make sure that all the gas and electric are off when shifts is over.

2.11 How to Receiving / Decanting:



Figure 28. Receiving Ingredient

- Decanting dock is located in ground floor
- Every ingredient that comes in need to be checked by receiving staff and make sure that got expired date that is more than two months
- Decanting staff will divide the ingredients into different container with colour coding.
- Egg and vegetables need to wash and sanitized first at decanting area using chemical. Egg use divosan hypochlorite and vegetable use suma eden.
- After washing and sanitize, the decanting staff will deliver the container to each kitchen and sign the paper as order
- After receiving, put the ingredients back into chiller in other inserts.