

## **CHAPTER II**

### **GENERAL DESCRIPTION OF COMPANY**

#### **2.1 HISTORY OF COMPANY**

Raffles Jakarta is one of the most luxurious 5-stars hotels in Jakarta. The hotel is located in the Kuningan district of Jakarta's Golden Triangle. It has already been 7 years since the opening, which is in March 2015. The developer of this hotel is PT. Ciputra Property Tbk. The capacity of this hotel is 173 rooms. The total consists of 129 rooms, with an area of 60 square meters and 44 suites which have an area of up to 390 square meters. Their rooms are spacious and very clean. It has two options which are a room with a city view and a garden view.

Raffles's building is full of art that is made by Mr. Hendra Gunawan. Guests can see the paintings in the lobby, restaurants, and rooms. Guests can also find his art statues in the Raffles garden on the 14th floor. All of the paintings and statues have different meanings. Most of them are about women because Mr. Hendra really adores his mother.

Raffles also provides various facilities to facilitate the business affairs of the guests. In this hotel, there is a 2,500 square meter Dian Ballroom, with the latest facilities that can accommodate up to 3,500 guests. Besides, the business affairs of hotel residents are also facilitated by the presence of four meeting rooms, namely, the Singapore room with a capacity of up to 80 guests, the Paris room with a capacity of 65 people, the Dubai room with a capacity of 65 people, and The Boardroom with a capacity of 15 people. Not only ballrooms and meeting rooms, but also guests' business needs will be launched with a 24-hour Business Center, The Library lounge, personal services for business and events.

For the Food & Beverage section, Raffles has 3 cafes: Arts Cafe, Navina Bar, and The Writers Bars. Arts Cafe is located on the 1st floor and connected

to the Ciputra World Mall but unfortunately because of the pandemic the hotel decided to close the public door. Arts Cafe is open from 7 a.m. to 8 p.m.. It offers an elegant buffet, or Continental and Asian *à la carte* menus that are created by the executive chef. Besides the show kitchen, Arts Café also has 2 private dining rooms for customers who want more privacy. Each room can fit up to 15 persons.

Moving on to The Writers Bar, a place for someone who likes to enjoy cocktails and have an intimate conversation with friends. It opens from 7 a.m. to 8 p.m.. The bar is designed romantically with high ceilings, so guests can feel the luxury even though it is not as spacious as the other venue. Guests can chill at the bar and order their unique cocktails. The bartender creates a special cocktail using the kitchen's leftovers such as rendang cocktail. Raffles do not want to waste any ingredients. Guests can also enjoy the beauty of Mr. Hendra's arts.

The next one is Navina Bar, which is located beside the pool. It opens from 8 a.m. to 9 p.m.. Guests can enjoy the fresh air on the 14<sup>th</sup> floor with cocktails in their hands. Guests can also have some light meals to eat in front of the pool. Raffles also has 1 lounge, Raffles Club, that is made only for the VIP guests. The lounge opens for breakfast and dinner. It offers an incredible city view from the 12<sup>th</sup> floor. Raffles Club opens from 6 a.m. to 11 p.m. everyday.

Raffles also has a cake shop named Patisserie. It opens from 8 a.m. to 9 p.m.. It is located on the inside of Arts Café. It sells various sweets such as birthday cakes, entremets, macarons, cookies, etc. Guests can also buy an afternoon tea set that is created by the pastry chef himself. The whole cake's prices start from IDR 400.000.

Raffles is more like a business-hotel so it is always crowded for meetings. Many ministers come to Raffles to have meetings. Most foreign ministers stay in Raffles. Big companies also held their events at Raffles. However, during the school holidays, Raffles are even more crowded. All the

rooms will be fully booked and based on the real story, the employees are even overwhelmed.



Figure 1. Raffles Jakarta Building



Figure 2. Raffles Jakarta Lobby



Figure 3. Raffles Jakarta Pool & Garden

## 2.2 VISION, MISSION

### 2.2.1 VISION

Raffles wants to be an Oasis for the customers. Like a traveler needs an oasis in the desert.

### 2.2.2 MISSION

Raffles always tries to give the best services and comfort for the customers so that they will come back as loyal customers.

## 2.3 ORGANIZATIONAL STRUCTURE AND MAIN TASK

### 2.3.1 ORGANIZATIONAL STRUCTURE

Here is the Organizational Structure of Banquet Kitchen.

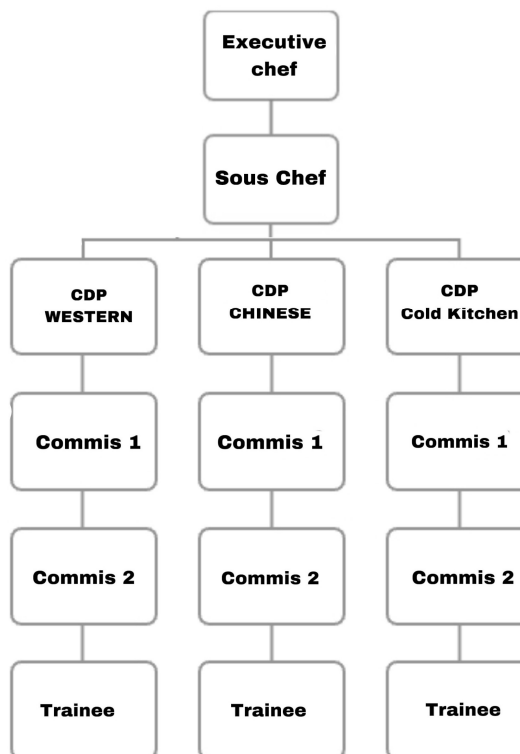


Table 1. Kitchen Structure

### **2.3.2 TASK**

- a. Executive Chef
  - Make sure everything goes perfectly
  - Create a new recipe
  - Do the purchase and budgeting
- b. Sous Chef
  - Executive chef's right hand
  - Tasting the food before giving it to the customers
  - Do the purchase and budgeting
- c. Chef De Partie
  - Make a job description for the commis
  - Make sure all the team do everything nicely
  - Always make the food based on the standard
- d. Commis 1 & 2
  - Help the Chef De Partie to do the preparation
  - Check the ingredients whether it still fresh or not
- e. Trainee
  - Help the staffs to do the mise en place
  - Help the staffs to do the general cleaning