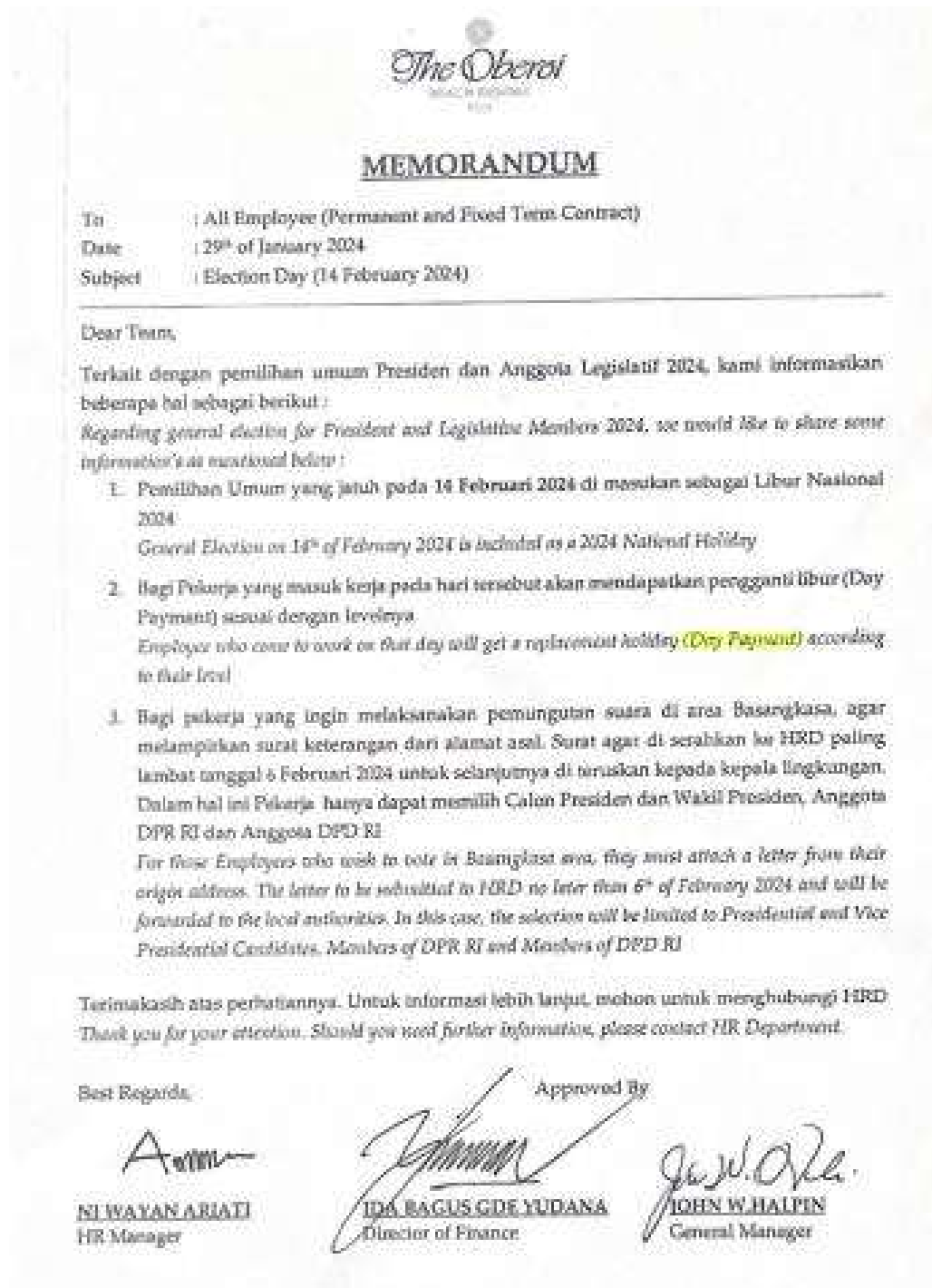




**Appendix 01. Document Human Resources Department of The Oberoi Beach Resort Bali**





MENTERI KETENAGAKERJAAN  
REPUBLIK INDONESIA

28 Januari 2024

Yth. Para Gubernur  
di seluruh Indonesia

SURAT EDARAN  
MENTERI KETENAGAKERJAAN  
REPUBLIK INDONESIA  
NOMOR 1 TAHUN 2024

TENTANG  
PELAKSANAAN HARI LIBUR BAGI PEKERJA/BURUH  
PADA HARI DAN TANGGAL PEMUNGUTAN SUARA  
PEMILIHAN UMUM DAN PEMILIHAN GUBERNUR, BUPATI, DAN WALIKOTA

Berdasarkan ketentuan Pasal 167 ayat (3) Undang-Undang Nomor 7 Tahun 2017 tentang Pemilihan Umum dan Pasal 84 ayat (3) Undang-Undang Nomor 1 Tahun 2015 tentang Penetapan Peraturan Pemerintah Pengganti Undang-Undang Nomor 1 Tahun 2014 tentang Pemilihan Gubernur, Bupati dan Walikota menjadi Undang-Undang, pemungutan suara dilaksanakan secara serentak pada hari libur atau hari yang diliburkan secara nasional. Sehubungan dengan hal tersebut perlu memberikan penjelasan sebagai berikut:

1. Hari libur atau hari yang diliburkan secara nasional untuk pelaksanaan pemungutan suara pada Pemilihan Umum bagi anggota Dewan Perwakilan Rakyat, anggota Dewan Perwakilan Daerah, Presiden dan Wakil Presiden, anggota Dewan Perwakilan Rakyat Daerah, dan Pemilihan Gubernur, Bupati dan Walikota ditetapkan berdasarkan peraturan perundang-undangan.
2. Pengusaha harus memberikan kesempatan kepada pekerja/buruh untuk melaksanakan hak pilihnya. Apabila pada hari dan tanggal pemungutan suara tersebut pekerja/buruh harus bekerja, maka pengusaha mengatur waktu kerja agar pekerja/buruh tetap dapat menggunakan hak pilihnya.

3. Pekerja/buruh yang bekerja pada hari dan tanggal pemungutan suara, berhak atas upah kerja lembur dan hak-hak lainnya yang biasa diterima pekerja/buruh yang dipekerjakan pada hari libur resmi sesuai dengan ketentuan peraturan perundang-undangan.

Berkaitan dengan hal-hal tersebut di atas, diminta kepada Saudara untuk menyampaikan surat edaran ini kepada bupati/walikota serta pemangku kepentingan terkait di wilayah Saudara.

Demikian surat edaran ini, untuk dapat dipedomani.

Menteri Ketenagakerjaan  
Republik Indonesia,



Ida Fauzyah

Tembusan:

1. Presiden Republik Indonesia;
2. Wakil Presiden Republik Indonesia;
3. Menteri Kabinet Indonesia Maju;
4. Ketua Umum Kamar Dagang dan Industri Indonesia;
5. Ketua Umum Dewan Pimpinan Nasional Asosiasi Pengusaha Indonesia;
6. Pimpinan Konfederasi Serikat Pekerja/Serikat Buruh.



## MEMORANDUM

To : All Employees, **FTC**, Apprentice, Trainees, & **Outsourced**  
CC : HM, FC Group and all Department Heads  
Date : 7<sup>th</sup> July 2023  
Subject : Mobile Phone Usage Policy in Guest and Public Areas

---

Dear All,

In conjunction with email sent by our CEO, Mr. Vikram Oberoi, regarding the use of mobile phone in guest and public areas, herewith please be reminded to adhere to the guidelines as summarized below:

*Sehubungan dengan email yang dikirimkan oleh CEO kita, Mr. Vikram Oberoi, mengenai penggunaan telepon seluler di area tamu, diimbau untuk selalu mematuhi panduan seperti yang dirangkum di bawah ini.*

1. Discreet Use and Silent Ring Tones

*Penggunaan telepon seluler dengan bijaksana dan nada dering senyap*

- When using mobile phones at work, please keep in mind that guests will naturally assume a colleague taking on the phone in their presence is on a personal call. Therefore, mobile phones should not be used in the lobby, guest floors or any public area (not only for making calls, but also receiving calls and reading text messages). Should a team member need to use their mobile phone, they should move to a non-guest area to do so.

*Saat menggunakan telepon seluler di tempat kerja, harap diingat bahwa tamu biasanya akan berasumsi bahwa rekan kerja yang mengangkat telepon di hadapan mereka sedang melakukan panggilan pribadi. Untuk itu, telepon seluler tidak boleh digunakan di lobi, area tamu atau area publik mana pun (baik untuk melakukan panggilan, menerima panggilan dan membaca pesan). Jika rekan kerja perlu menggunakan ponsel mereka, maka harus pindah ke area yang bukan area tamu untuk melakukannya.*



- All mobile phones must be silent (Vibration mode) while our colleagues are on duty to avoid disturbing guests.

*Semua telepon seluler harus dalam posisi senyap (hanya menggunakan mode vibrasi saja) saat kita sedang bertugas untuk menghindari tamu yang mengganggu.*

## 2. Personal Calls

### *Panggilan Pribadi*

It should be limited to designated break times and away from the guest areas, ensuring they do not interfere with the guest experience. Should a personal calls need to be made outside break times, it should be kept short and done away from guest areas.

*Panggilan pribadi harus dibatasi pada waktu istirahat yang ditentukan dan jauh dari area tamu, untuk memastikan tidak mengganggu kenyamanan tamu. Jika panggilan pribadi perlu dilakukan di luar waktu istirahat, maka panggilan tersebut harus singkat dan dilakukan jauh dari area tamu.*

Please follow these guidelines, in order to continue offering unparalleled guest conveniences and create a professional and respectful environment.

*Harap selalu mematuhi pedoman ini untuk dapat terus menawarkan kenyamanan tamu dan menciptakan lingkungan yang profesional dan saling menghormati.*

Best Regards,

Ni Wayan Ariati  
HR Manager

Approved by:

  
IB Gde Yudana  
Director of Finance  
John W. Halpin  
General Manager

3. Single-use plastic cutleries



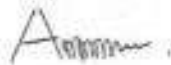
4. Styrofoam



Security team will help in checking team member as well as ready-to-eat food deliveries (Go Food and Grab Food) who entering the hotel area. For those who violate will be given a **yellow card**. Five times violations (5 yellow card), the respective person will undergo coaching by their **HOD**. The coaching report then will be sent to HR department every month in which it will be recorded into the team member's **yearly appraisal**.

In regards to kitchen supplier, purchasing team and kitchen team to please brief them separately to avoid using single-used plastic on their product delivering.

Best Regards,



Ni Wayan Ariati  
HR Manager

Approved by:


  
 IB Gde Yudana  
 Director of Finance


  
 John W. Halpin  
 General Manager



John W. Halpin  
General Manager

EXECUTIVE OFFICE

**MEMORANDUM**

TO : I KOMANG SETIA WAHANA  
HOUSEKEEPING ASSISTANT

DEPT. : HOUSEKEEPING

DATE : 1 DECEMBER 2016

SUBJECT : CROSS TRAINING TO FRONT OFFICE DEPARTMENT

---

As advised to you earlier and for the interest of the hotel operation, the company has decided to put you on **Cross Training Program** with effect from 1 December 2016 until 28 February 2017.

Your program schedule is attached. Please read it carefully to familiarize yourself with your duties and responsibilities.

All other employment terms and conditions will remain unchanged.

We hope that you will continue putting in your best efforts on the job for the success of The Oberoi, Bali.

With best wishes,

John W. Halpin  
Cc: HRM/ ATM/EAM-ROOMS/FOM/File



## MEMORANDUM

To : All Trainees  
CC : HM  
Date : 26<sup>th</sup> August 2022  
Subject : Trainee' Stipend

---

Dear All,

We are pleased to announce that starting from 1<sup>st</sup> September 2022, all trainees will get stipend based on their diploma program:

DJ - DIII : IDR 300,000  
DIV/SI : IDR 400,000

Please collect your stipend at Accounting on 5<sup>th</sup> of the following month.

Best Regards,

Approved by

Ni Wayan Ariati  
HR Manager

IB Gde Yudana  
Director of Finance

John W. Halpin  
General Manager



## MEMORANDUM

To : Made Sueca – 1<sup>st</sup> Commis  
Date : 29<sup>th</sup> August 2013  
Subject : **Qooco** English Class Attendance

---

Dear Sueca,

Based on the Hotel English Placement result conducted on July 2013, you have been given the opportunity to learn and improve your mastery of English Language by attending the English Course – online base called Qooco.

As stated on the training invitation memorandum dated on July 2013 that you were agreed to attend the course at minimum 300 minutes per week. However, according to the record, you have failed to meet 50% of attendance of the class's average attendance. Hence, we require your strenuous commitment to achieve the goal. Should you have any difficulties, I am open for discussion, and will be very pleased to meet you to solve the problems.

By the end of the above program you will be required to improve your mastery on Hotel English with 80% test result.

The English training program has been specially designed to meet your needs. Please ensure you regularly attend the classes with at least minimum of 90% attendance.

Thank you.

John Halpin

General Manager

Copy: HRM/Personal File

**MEMORANDUM**

TO : A.A. NGRINDRA PRANATA  
FRONT OFFICE ASSISTANT

FROM : KAMAL K. KAUL  
VICE PRESIDENT & GENERAL MANAGER

DATE : JANUARY, 4, 2010

SUBJECT : **LEADING QUALITY ASSURANCE REPORT:  
LETTER OF APPRECIATION**

---

Dear Indra,

On behalf of The Management team, I would like to express our thanks for your prompt and courteous service that adheres to the required Standard Operating Procedures (SOPs) of the company.

Our hotel was inspected by The Leading Quality Assurance (LQA) inspector, Mr. Timothy Leneghan, who was staying in Lanai 230, November 5-7, 2009. The report has shown that the score of Wake up Call service is 100%; the same score as the previous inspection in May, 2008.

It is an employee like you who will definitely create the good and professional image of the company. Your consistency and efficiency is much appreciated and what you have done is commendable. A copy of this Letter of Appreciation is being placed in your file.

I hope you will continue to display this kind of commitment and work ethics and be a living example for the rest of the employees.

Thank you.

Kamal K. Kaul  
Vice President & General Manager

Copy

- Mrs. Arie Ermawati – Front Office Manager
- Mr. I.B. Yudana – Director of Finance
- Mrs. Niluh Purwiasih – Human Resources Manager
- Mrs. Made Yudiastuti – Training Manager



## MEMORANDUM

From : Made Yudiastuti  
To : All concern  
Date : Saturday, 24<sup>th</sup> October 2009

---

Re : **Fire Drill Training**

Pleased to announce that fire drill training will be held as these following agenda:

Date : 26th and 27th October 2009.  
Day : Monday and Tuesday  
Time : 10.00 am to 14.30 pm  
Schedule :  
10.00 - 11.30 Fire Awareness and its Future Challenges (**Bale Banjar**)  
11.30 - 12.30 Lunch Break (canteen)  
12.30 - 13.30 Practice of Fire Preventive and Fire Combat (I) at Parking Lot  
13.30 - 13.45 Coffee Break (Training Room)  
13.45 - 14.30 Practice of Fire Preventive and Fire Combat (II) at Parking Lot

Venue : Bale Banjar and Parking Lot.

Those whose name is listed are compulsory to attend the training.

Your cooperation is highly appreciated.

Regards,

Made Yudiastuti  
Training Manager

**MEMORANDUM**

TO : EXECUTIVES AND DEPARTMENT HEADS  
(AS PER LIST OF DISTRIBUTION ENCLOSED)

FROM : KAMAL K. KAUL  
VICE PRESIDENT & GENERAL MANAGER

DATE : JANUARY, 14 2010

SUBJECT : NEW BLACKBERRY FOR COMMUNICATION TOOL

---

This is to inform you that starting on 16 January 2010; we are implementing Blackberry mobile phone for day to day operation. Twenty four (24) units of Blackberry will be distributed to the concerned executives.

Please note the following policy:

1. The Blackberry mobile phone is to be switched on 24 hours.
2. The e-mail feature on the Blackberry mobile phone will be using the company e-mail address.
3. All 24 Blackberry mobile phone numbers of Executives are treated as one group. Calls and text messages within the group are free of charge.
4. Telkom will be charging a fixed amount of Rp.150,000 per month for telephone calls made from each Blackberry to numbers outside the group. If the charge exceeds the above amount, the report will be sent to each Executive for review and advice to Chief Accounting regarding personal calls if any.
5. The Blackberry Gemini 8520 belongs to the company. Please handle it carefully. The users will be responsible for damage and loss.

I hope this new Blackberry mobile phone will maximize the efficiency of the communication amongst the Executives and Department Heads to serve our guests better.

Thank you.

Kamal K. Kaul  
Vice President & General Manager



**MEMORANDUM**

To : I Ketut Gede Wirawan – Housekeeping Assistant  
Date : 22<sup>nd</sup> February 2011  
Subject : English Course Level Hotel English 4

---

Dear Wirawan,

Based on the Hotel English Placement result conducted previously, The Management has decided to give you an opportunity to learn and further improve your mastery of English Language. The classes will commence on Thursday 22<sup>nd</sup> February 2011. There will be a total of 24 classes of 1.5 hours each and these will be conducted twice a week every Tuesday and Thursday, from 3.30 pm to 5:00 pm.

Your Hotel English is at level 3 and by the end of the above program you will be required to improve your mastery of Hotel English level to level 4.

The English training programs have been specially designed to meet your needs. Please ensure you regularly attend the classes.

Thank you.

Made Yudiastuti  
Training Manager

Copy: HRM/File



## **MEMORANDUM**

TO : A.A. GEDE PUTU SURYATMAJA  
DEMI CHEF DE PARTIE

FROM : KAMAL K. KAUL  
VICE PRESIDENT & GENERAL MANAGER

DATE : JANUARY, 4, 2010

SUBJECT : LEADING QUALITY ASSURANCE REPORT:  
CORRECTIVE ACTION

---

Dear Agung,

This letter serves as a reminder for your recent performance which unfortunately has failed to adhere to the required Standard Operating Procedures (SOPs) of the company.

Our hotel was inspected by The Leading Quality Assurance (LQA) inspector, Mr. Timothy Leneghan, who was staying in Lanai 230, November 5-7, 2009. The report shows that you failed to meet the standard of 'completing the breakfast order within 10 minutes, unless the employee informed the ahead of an expected delay'. The order took 21 minutes. The score of Breakfast Service at Frangipani Café is very poor 75.0%; it is 16.5 % below the previous inspection in May, 2008, that was 91.5%.

To maintain the high image of our hotel, each employee is expected to always perform according to our SOPs. Any indications of low performance will be closely monitored and taken very seriously. Therefore, it is appreciated that you take this letter as a reminder to improve your performance to be strictly in line with the LQA standards and our SOPs.

Should you require any clarification or advice, please meet Mr. Chef Enrico Wahl, Executive Chef.

Thank you.

Kamal K. Kaul  
Vice President & General Manager

Copy

- Mr. Enrico Wahl – Executive Chef
- Mr. I.B. Yudana – Director of Finance
- Mrs. Niluh Purwiasih – Human Resources Manager
- Mrs. Made Yudiastuti – Training Manager



## **MEMORANDUM**

TO : PUTU SUDIANA  
SENIOR FRONT OFFICE ASSISTANT

FROM : KAMAL K. KAUL  
VICE PRESIDENT & GENERAL MANAGER

DATE : JANUARY, 4, 2010

SUBJECT : LEADING QUALITY ASSURANCE REPORT:  
**LETTER OF APPRECIATION**

---

Dear Putu,

On behalf of The Management team, I would like to express our thanks for your prompt and courteous service that adheres to the required Standard Operating Procedures (SOPs) of the company.

Our hotel was inspected by The Leading Quality Assurance (LQA) inspector, Mr. Timothy Leneghan, who was staying in Lanai 230, November 5-7, 2009. The report has shown that the score of Wake up Call service is 100%, the same score as the previous inspection in May, 2008.

It is an employee like you who will definitely create the good and professional image of the company. Your consistency and efficiency is much appreciated and what you have done is commendable. A copy of this Letter of Appreciation is being placed in your file.

I hope you will continue to display this kind of commitment and work ethics and be a living example for the rest of the employees.

Thank you.

Kamal K. Kaul  
Vice President & General Manager

Copy

- Mrs. Arie Ermawati – Front Office Manager
- Mr. LB. Yudana – Director of Finance
- Mrs. Niluh Purwiasih – Human Resources Manager
- Mrs. Made Yudiastuti – Training Manager



## **MEMORANDUM**

TO : I NYOMAN SUAMA  
GUEST TRANSFER COORDINATOR

FROM : KAMAL K. KAUL  
VICE PRESIDENT & GENERAL MANAGER

DATE : JANUARY, 4, 2010

SUBJECT : LEADING QUALITY ASSURANCE REPORT:  
LETTER OF APPRECIATION

---

Dear Suama,

On behalf of The Management team, I would like to express our thanks for your prompt and courteous service that adheres to the required Standard Operating Procedures (SOPs) of the company.

Our hotel was inspected by The Leading Quality Assurance (LQA) inspector, Mr. Timothy Leneghan, who was staying in Lanai 230, November 5-7, 2009. The report has shown that the score of Porter/Doorman upon Check-Out service is 94.1%; it is 2.8% above the previous inspection in May, 2008, that was 91.3%. However, you have missed one basic standard that is 'use the guest name at least once during each interaction'.

It is an employee like you who will definitely create the good and professional image of the company. Your consistency and efficiency is much appreciated and what you have done is commendable. A copy of this Letter of Appreciation is being placed in your file.

I hope you will continue to display this kind of commitment and work ethics and be a living example for the rest of the employees.

Thank you,

Kamal K. Kaul  
Vice President & General Manager

Copy

- Mrs. Arie Ermawati – Front Office Manager
- Mr. LB. Yudana – Director of Finance
- Mrs. Nihuh Purwiasih – Human Resources Manager
- Mrs. Made Yudiastuti – Training Manager



#### MEMORANDUM

TO : I KETUT GEDE WIRAWAN  
HOUSEKEEPING ASSISTANT

FROM : KAMAL K. KAUL  
VICE PRESIDENT & GENERAL MANAGER

DATE : AUGUST 2, 2010

SUBJECT : LEADING QUALITY ASSURANCE REPORT: **CORRECTIVE ACTION**

---

Dear Wirawan,

As we discussed on 27<sup>th</sup> July, 2010, your performance as Housekeeping Assistant was not satisfactory in regards to the result of LQA inspection by Mr. Russell Drey, who was staying in Lanai 233 June 18-20 2010. You have failed to follow the required standard of Leading Quality Assurance (LQA) and our SOPs.

The purpose of this memorandum is to reiterate the steps we discussed in our meeting that you need to take to improve your recent performance and correct your mistakes as listed in the attachment.

You are once again instructed to perform your duties in the Housekeeping (**Turndown Service**) strictly according to the LQA standards and SOPs. Your full commitment will be required to improve your performance.

Please note any future inspection result showing repetition of mistakes will result in disciplinary action.

Thank you.

#### TRANSLATION

Seperti yang sudah kita diskusikan pada tanggal 27 Juli 2010, kinerja Saudara sebagai Housekeeping Assistant tidak memuaskan. Khususnya yang berkaitan dengan hasil inspeksi LQA dari penilik khusus, Mr. Russell Drey, yang pernah menginap di Lanai 233, pada tanggal 18-20 Juni 2010. Hasil penilaian terhadap pelayanan Saudara tidak sesuai dengan standard LQA dan SOP.

Tujuan dari memorandum ini adalah untuk menekankan langkah-langkah yang harus Saudara tempuh untuk meningkatkan kinerja Saudara dan mengoreksi kesalahan yang ada, seperti yang tersusun dalam lampiran.

Saudara diberikan satu kesempatan lagi untuk menunjukkan kinerja Saudara di Housekeeping (Turndown Service) agar sesuai dengan standar LQA dan SOP. Komitmen Saudara sangat dibutuhkan untuk memperbaiki kinerja Saudara.

Perlu diketahui bahwa bila pengulangan dari kinerja yang buruk ini terjadi lagi pada inspeksi di masa yang akan datang, maka tindakan disiplin akan diberlakukan.

Terima kasih.

**Kamal K. Kaul**  
Vice President & General Manager

Enc; Points that were missed on LQA inspection

Cc:

- Mr. Heri Setiawan – Executive Housekeeper
- Mr. I.B. Yudana – Director of Finance
- Mrs. Niluh Purwiasih – Human Resources Manager
- Mrs. Made Yudiastuti – Training Manager



### **MEMORANDUM**

**TO :** I KETUT GEDE ADI WIBAWA  
SENIOR ASSISTANT F&B

**FROM :** KAMAL K. KAUL  
VICE PRESIDENT & GENERAL MANAGER

**DATE :** AUGUST 2, 2010

**SUBJECT :** LEADING QUALITY ASSURANCE REPORT: CORRECTIVE ACTION

---

Dear Adi,

As we discussed on 24<sup>th</sup> July, 2010, your performance as Senior Assistant F&B was not satisfactory in regards to the result of LQA inspection by Mr. Russell Drey, who was staying in Lanai 233 June 18-20 2010. You have failed to follow the required standard of Leading Quality Assurance (LQA) and our SOPs.

The purpose of this memorandum is to reiterate the steps we discussed in our meeting that you need to take to improve your recent performance and correct your mistakes as listed in the attachment.

You are once again instructed to perform your duties in the In Room Dining strictly according to the LQA standards and SOPs. Your full commitment will be required to improve your performance.

Please note any future inspection result showing repetition of mistakes will result in disciplinary action.

Thank you.

### **TRANSLATION**

Seperti yang sudah kita diskusikan pada tanggal 24 Juli 2010, kinerja Saudara sebagai Senior Assistant F&B tidak memuaskan. Khususnya yang berkaitan dengan hasil inspeksi LQA dari penilik khusus, Mr. Russell Drey, yang pernah menginap di Lanai 233, pada tanggal 18-20 Juni 2010. Hasil penilaian terhadap pelayanan Saudara tidak sesuai dengan standard LQA dan SOP.

Tujuan dari memorandum ini adalah untuk menekankan langkah-langkah yang harus Saudara tempuh untuk meningkatkan kinerja Saudara dan mengoreksi kesalahan yang ada, seperti yang tersusun dalam lampiran.

Saudara diberikan satu kesempatan lagi untuk menunjukkan kinerja Saudara di In Room Dining agar sesuai dengan standar LQA dan SOP. Komitmen Saudara sangat dibutuhkan untuk memperbaiki kinerja Saudara.

Perlu diketahui bahwa bila pengulangan dari kinerja yang buruk ini terjadi lagi pada inspeksi di masa yang akan datang, maka tindakan disiplin akan diberlakukan.

Terima kasih.

**Kamal K. Kaul**  
Vice President & General Manager

Enc: Points that were missed on LQA inspection

Cc:

- Mr. Made Aryana – Food & Beverage Services Manager
- Mr. I.B. Yudana – Director of Finance
- Mrs. Niluh Purwiasih – Human Resources Manager
- Mrs. Made Yudiastuti – Training Manager



## MEMORANDUM

TO : ALL EMPLOYEES  
CC : HM/DOF/DEPARTMENT HEAD  
TOPIC : EXECUTIVE TRANSFER  
DATE : 7<sup>th</sup> OF JULY 2022

Dear Team Members,

I am pleased to announce **Executive Transfer** between The Oberoi Beach Resort, Bali and The Oberoi Beach Resort, Lombok effective from **15<sup>th</sup> of July 2022** with following details:

| No | Name                 | Existing Position                                                            | New Position                                                                 |
|----|----------------------|------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 1  | Cecilia Michelle     | Assistant Manager Food and Beverage Service, The Oberoi Beach Resort, Bali   | Assistant Manager Food and Beverage Service, The Oberoi Beach Resort, Lombok |
| 2  | Aditya Eka Saputra   | Assistant Manager Food and Beverage Service, The Oberoi Beach Resort, Lombok | Assistant Manager Digital Marketing, The Oberoi Hotels and Resort, Indonesia |
| 3  | I Cede Angga Pratama | Assistant Housekeeper, The Oberoi Beach Resort, Lombok                       | Assistant Manager Food and Beverage Service, The Oberoi Beach Resort, Bali   |

Please join me to congratulate them and wish them all the best on their new assignment.

Best Regards

John W. Halpin  
General Manager



## MEMORANDUM

TO : ALL EMPLOYEE  
DATE : 24 AUG 2023  
SUBJECT : **TAX ON MEDICAL COVERAGE** BASED ON REGULATION OF THE  
MINISTER OF FINANCE (PMK 66 TAHUN 2023)

Dear Team,

Sesuai dengan Peraturan Menteri Keuangan 66 Tahun 2023 per Agustus 2023, kami akan melakukan pemotongan pajak atas benefit kesehatan yang diterima oleh seluruh pekerja. Potongan pajak pada bulan Agustus 2023 adalah atas benefit kesehatan di bulan Juli 2023 dan begitu seterusnya. Perhitungan didasarkan pada biaya pengobatan di fasilitas kesehatan yang bekerjasama dengan perusahaan antara lain :

*Through this memo, we would like to convey that as of August 2023, we would do deduction on income tax owed by medical benefit received by all workers. The tax deduction in August 2023 is for health benefits in July 2023 and so on. Calculations based on medical expenses in medical facilities that have collaboration with the company.*

1. Wing Amerta – Sanglah
2. RS. Puri Bunda
3. RS. Balimed
4. RS. Prima Medika
5. RS. Surya Husadha
6. Kimia Farma

The Oberoi Beach Resort, Bali  
Sesinyak Beach, Jalan Raya Aya, Denpasar 80363, Bali, Indonesia  
Phone: +62 361 730361  
Fax: +62 361 730954  
www.oberoihotels.com



7. Penggantian biaya berobat secara cash (ketika karyawan mencari perawatan medis di luar daftar rumah sakit yang disebutkan di atas)  
*Reimbursement (when employee seeks medical treatment outside list of hospital as mentioned above)*
8. Fasilitas kesehatan lainnya yang bekerjasama dengan pihak perusahaan di kemudian hari  
*Other medical facilities in collaboration with the company in the future*

Terkait dengan ketentuan tersebut di atas, kami sampaikan beberapa hal yang akan di implementasikan mulai dari Payroll bulan Agustus 2023 :

*Regarding the provisions above, we convey a number of things that will be implemented starting from **Payroll** August 2023:*

1. Biaya pengobatan ke fasilitas kesehatan yang bekerjasama dengan perusahaan maupun yang dibayarkan dengan sistem reimburse akan masuk ke dalam komponen penghasilan karena dianggap sebagai tambahan benefit dari perusahaan.  
*Medical expenses to health facilities that cooperate with the company or those paid using the reimbursement system will be included in the income component since they are considered as an additional benefit from the company.*
2. Setiap pekerja akan memiliki perhitungan berbeda sesuai dengan jumlah biaya pengobatan masing-masing.  
*Each employee will have a different calculation according to the amount of medical cost*
3. Kewajiban pajak atas biaya pengobatan Januari 2023 sampai dengan Juni 2023 akan dilaporkan oleh karyawan secara pribadi pada saat pelaporan SPT Tahunan  
*The tax liability for medical expenses from January 2023 to June 2023 will be reported by the employee personally when they do the reporting on their the Annual Tax*

The Oberoi Beach Resort, Bali  
Sempak Beach, Jalan Kayu Aya, Seminyak 80181, Bali, Indonesia  
Phone +62 361 730361  
Fax +62 361 730954  
[www.oberoihotel.com](http://www.oberoihotel.com)



4. Apabila di kemudian hari terdapat perubahan peraturan dari pemerintah, maka perusahaan akan mengikuti aturan yang berlaku saat itu  
*If in the future there are revision on the regulations from the government, the company will follow the latest rules*

Demikian memorandum ini kami sampaikan untuk dapat dimaklumi bersama mengingat hal ini sudah diatur oleh pemerintah dan sudah memiliki legalitas sehingga wajib untuk kita terapkan.

*Thus we convey this memorandum for mutual understanding, considering that this has been regulated by the government and already has legality so it is mandatory for us to apply.*

Management The Oberoi Beach Resort, Bali

Federasi Serikat Pekerja Parekraft

Unit The Oberoi Beach



JOHN W. HALPIN  
General Manager



NI WAYAN KONA ANTARA  
Ketua FSP Parekraft The Oberoi  
Beach Resort, Bali



IDA BAGUS GDE YUDANA  
Director of Finance



PUTU PALGUNAWAN  
Wakil Ketua FSP Parekraft  
The Oberoi Beach Resort, Bali



NI WAYAN ARIATI  
HR Manager

The Oberoi Beach Resort, Bali  
Sesayut Beach, Jalan Kaya Aye, Denpasar 80161, Bali, Indonesia  
Phone +62 361 730161  
Fax +62 361 736934  
[www.oberoi-bali.com](http://www.oberoi-bali.com)

*The Oberoi*

## **MEMORANDUM**

To : All Employees  
Date : 11 April 2023  
Subject : **Medical Plan 2023**

1. Setiap Pekerja dan Keluarga Pekerja yang mendapatkan fasilitas kesehatan dari Perusahaan akan diberikan Kartu Kesehatan yang akan digunakan sebagai kartu identitas setiap kali berobat ke Rumah Sakit yang sudah bekerjasama dengan pihak hotel (Perusahaan).

*Every employee and their family who receive medical facilities from the company will received medical card, which will be used as an identity card every time they seek treatment at a hospital that has collaborated with the hotel (company).*

2. Sesuai dengan Perjanjian Kerja Bersama 29.1, Suami Pekerja yang merupakan pekerja di Perusahaan lain tidak mendapat tanggungan kesehatan dari The Oberoi Beach Resort, Bali. Pengecualian hanya bagi mereka yang melampirkan surat keterangan tidak bekerja atau surat keterangan tidak mendapatkan tanggungan kesehatan dari Perusahaan tempat mereka bekerja.

*In accordance with the **Collective Labor Agreement** 29.1, Employee husband who is work at another company does not receive medical coverage from The Oberoi Beach Resort, Bali. Exceptions are only for those who attach certificate of unemployed or a certificate of not getting medical coverage from the company where they work.*



3. Sesuai dengan Perjanjian Kerja Bersama 29.2, istri Pekerja yang merupakan pekerja di Perusahaan lain tidak mendapat tanggungan kesehatan dari The Oberoi Beach Resort, Bali. Pengecualian hanya bagi mereka yang melampirkan Surat Keterangan tidak mendapat tanggungan kesehatan dari Perusahaan tempat mereka bekerja. Tanggungan kesehatan akan tetap diberikan kepada anak-anak Pekerja terhitung dari proses kehamilan.

*In accordance with the Collective Labor Agreement 29.2, the employee spouse (wife) who is an employee at another Company does not receive medical coverage from The Oberoi Beach Resort, Bali. Exceptions are only for those who attach certificate of not receiving medical coverage from the company where they work. Medical coverage will be given to the Employees' children starting from the pregnancy process.*

4. Biaya yang akan ditanggung oleh Perusahaan pada Rumah Sakit Kerjasama, adalah sesuai dengan tarif yang berlaku di Rumah Sakit Umum Sanglah seperti yang tercantum pada Perjanjian Kerja Bersama pasal 30.3. Apabila terdapat selisih biaya pada tagihan, selisih tersebut akan menjadi tanggung jawab Pekerja.

*The expenses to be borne by the Company at the cooperation hospital are in accordance with the rates at the Sanglah General Hospital in accordance with the Collective Labor Agreement article 30.3. If there is a difference, it will become the responsibility of the Employee.*

5. Selisih biaya yang muncul pada perawatan kesehatan yang dilakukan di Rumah Sakit Kerjasama seperti yang di maksud pada poin 4 tersebut di atas, akan dibayarkan terlebih dahulu oleh Perusahaan, dan selanjutnya dimasukkan ke employee ledger untuk diotong dari pembayaran gaji Pekerja. Sebelumnya, Perusahaan akan memberikan informasi tentang pemotongan ini kepada Pekerja.

*The difference in costs that arise in medical care carried out at the Cooperation Hospital as referred in point number 4, will be paid in advance by the Company, and then entered into the employee ledger and will be deducted from the salary payment. Company will provide information about this deduction to Employees.*



6. Pekerja dan keluarga Pekerja dapat menerima perawatan kesehatan pada Rumah Sakit atau Klinik di luar yang bekerjasama dengan Perusahaan. Penggantian biaya akan dilakukan dengan sistem reimburse dengan ketentuan seperti pada point nomor 4, sesuai dengan Perjanjian Kerja Bersama pasal 31.3

*Employees and their families can receive medical care at any hospitals or clinics. Cost of medical treatment will be made using a reimbursement system with conditions as mentioned in point number 4, in accordance with the Collective Labor Agreement article 31.3*

7. Untuk penggantian biaya (reimburse) point no 5 diatas, Pekerja wajib melampirkan kwitansi resmi dengan cap serta copy resep dari Rumah Sakit/ Klinik yang merawat, selambat-lambatnya 14 hari kerja setelah tanggal kwitansi, sesuai dengan Perjanjian Kerja Bersama pasal 31.5

*Reimbursement point no 6, the Employee must attach an official receipt with a stamp and a copy of the prescription from the treating hospital/clinic, no later than 14 working days after the receipt date, in accordance with the Collective Labor Agreement article 31.5*

8. Apabila Pekerja dan keluarga Pekerja mendapat perawatan kesehatan pada Rumah Sakit Pemerintah selain Rumah Sakit Umum Sanglah, maka Perusahaan akan menanggung biaya berobat secara penuh, dengan ketentuan harus sesuai dengan Hali Kelen serta berdasarkan atas Indikasi Medis.

*If the Employee and the Employee's family receive medical treatment at General Hospital other than Sanglah General Hospital, the Company will bear the full medical expenses as long as based on Medical indications and according to the class of medical treatment, which they are entitled*

9. Perusahaan berhak untuk tidak menanggung/ mengganti biaya pengobatan Pekerja dan keluarga Pekerja dengan kondisi sebagai berikut :

*The company has the right not to bear/replace the medical expenses of Employees and their families with the following conditions:*



- o Pengobatan yang dilakukan tidak berdasarkan Indikasi Medis  
*Treatment is not based on medical indications*
- o Pengobatan yang dilakukan merupakan sakit pengecualian pada Perjanjian Kerja Bersama pasal 31.4  
*The treatment that is carried out is an exception illness as mentioned in Collective Labor Agreement article 31.4*
- o Pekerja mengambil Kelas Rawat yang lebih tinggi dari hak yang semestinya didapatkan.  
*Employees take a higher class of medical treatment than they are entitled to*

10. Pekerja agar memberikan informasi kepada HRD apabila memerlukan perawatan khusus untuk selanjutnya akan diproses persetujuan resmi dari Management terkait pertanggung jawaban biayanya.  
*Employees should provide information to HRD if they require special treatment for further official approval from Management regarding the coverage of the expenses.*

11. Imunisasi yang ditanggung oleh Perusahaan adalah yang sesuai dengan PERMENAKES No. 12 tentang Penyelenggaraan Imunisasi yaitu sebagai berikut:  
*Immunizations borne by the Company are in accordance with PERMENAKES No. 12 concerning Implementation of immunizations:*

| NO | JENIS PENYAKIT         | JENIS IMUNISASI       | IMUNISASI COMBO |             |          |
|----|------------------------|-----------------------|-----------------|-------------|----------|
| 1  | Tuberkulosis           | BCG                   |                 |             |          |
| 2  | Poliomyelitis          | Polio                 |                 |             |          |
| 3  | Hepatitis B            | Hepatitis B (HB)      | DPT-HB          | DPT-HB - HB | PENTASIO |
| 4  | Difteri                | DPT                   |                 |             |          |
| 5  | Pertusis               |                       |                 |             |          |
| 6  | Tetanus                |                       |                 |             |          |
| 7  | Radang otak/Meningitis | HB                    |                 |             |          |
| 8  | Pneumonia/Pneumokokus  | PCV                   |                 |             |          |
| 9  | Campak                 | MR (measles, rubella) |                 |             |          |



12. Untuk pelayanan pada Apotek Kimia Farma Diponogoro Denpasar, Pekerja wajib menebus resep paling lama 14 hari sejak resep dikeluarkan oleh Dokter.  
*Medical services at Kimia Farma Pharmacy, Employees are required to redeem the prescription in the same month when the Doctor issues the prescription*

Di tetapkan di : Seminyak  
Pada tanggal :



SERIKAT PEKERJA/LABOUR UNION

Wayan Kopa Antara  
Ketua FSP Pariwisata dan Ekonomi Kreatif  
Unit The Oberoi Beach Resort, Bali

I Putu Pelgunawan  
Wakil Ketua FSP Pariwisata dan Ekonomi Kreatif  
Unit The Oberoi Beach Resort, Bali

Junitarwati  
Sekretaris FSP Pariwisata dan Ekonomi Kreatif  
Unit The Oberoi Beach Resort, Bali

PERUSAHAAN/COMPANY

John W. Halpin  
General Manager

Rita Bagus Gde Yudana  
Director of Finance

Ni Wayan Ariati  
HR Manager

## MEMORANDUM

From :

Premnand  
Corporate HR  
EIH Limited : Delhi

To :

Mr. John W. Halpin  
General Manager  
The Oberoi Beach Resort, Bali

28<sup>th</sup> March, 2023

This has reference to the nominations received for **Rewards & Recognition award** for the period July, 2022 to September, 2022.

For the period July, 2022 to September, 2022 :-

- **CEO Award**
- **Team of the Quarter Award**

For the period April, 2022 to September, 2022 :-

- **Pride @ The Oberoi Group Award**

Attached with this letter are the details of awards, which are mentioned below:

### CEO Award

#### For the winners

- Certificate of appreciation from the Vice Chairman and Managing Director-International, The Oberoi Group.

#### For the Runners-Up

- Dues to Dream book and appreciation letter from Managing Director and Chief Executive Officer.

### Team of the Quarter Award

#### For the winners

- Certificate of appreciation signed by the Executive Chairman.

#### For the Runners-Up

- Letter from Managing Director and Chief Executive Officer.

### Pride @ The Oberoi Group Award

- Certificate of appreciation from the Vice Chairman and Managing Director-International, The Oberoi Group.

I am attaching an annexure containing recognition details for each nomination against respective category.

If you need any further information / clarification, please let me know.

Thank you

Regards

Premnand

Encl : As above.

# **EIH LIMITED**

## **LIST OF NOMINATIONS FOR REWARDS AND RECOGNITION PROGRAMME FOR THE PERIOD JULY, 2022 TO SEPTEMBER, 2022**

| S.No. | Programs   | Name                   | Department   | Hotel                                    | Remarks                                                                                     | Result |
|-------|------------|------------------------|--------------|------------------------------------------|---------------------------------------------------------------------------------------------|--------|
| 1     | SCID Award | Mr. I. Wayan Darmayasa | Housekeeping | The Oborai Beach Resort, Bali, Indonesia | Certificate.<br>Gift voucher worth USD 500 needs to be issued from the hotel to the winner. | Winner |



## STANDARD OPERATING PROCEDURES

|               |                           |                              |
|---------------|---------------------------|------------------------------|
| DEPARTMENT :  | HUMAN RESOURCES           | SECTION: HR & ALL DEPARTMENT |
| ISSUED DATE : | 10 SEPTEMBER 2024         | UPDATED: -                   |
| TASK 002 :    | FEEL LIKE A GUEST PROGRAM |                              |

## STANDARD:

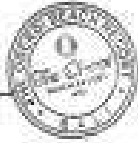
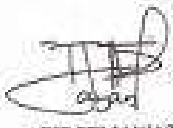
Setiap Supervisor dan Executive baik yang baru dipekerjakan atau baru mendapat promosi perlu mengetahui kualitas produk dan pelayanan dari The Oberoi Beach Resort, Bali melalui program FLAG (Feel Like a Guest).

*Supervisors and Executives – New hires and those promoted within the company need to experience the product and services of The Oberoi Beach Resort, Bali by joining FLAG (Feel Like a Guest) program.*

## PROCEDURE

- Human Resources Department akan mengeluarkan list serta jadwal Executive dan Supervisor yang akan mengikuti program FLAG setiap 6 bulan sekali.  
*The Human Resources Department will issue a list and schedule of Executives and Supervisors who will participate in the FLAG program every 6 months.*
- Selama mengikuti program FLAG, peserta akan dihitung masuk kerja dan tidak mengurangi hak cuti tahunan maupun hak libur lainnya.  
*During the FLAG program, participants will be counted active working and does not reduce the yearly leave or other holidays.*
- Aturan lebih lanjut adalah sebagai berikut:  
*Further rules are as follow:*
  - Gratis menginap selama satu malam untuk satu orang.  
*One-night complimentary stay on single occupancy.*
  - Gratis semua makanan dan minuman yang tidak beralkohol untuk Sarapan Pagi, Makan Siang ataupun Makan Malam di semua Restaurant dan Layanan Kamar.  
*Complimentary meals, snack and soft beverages for Breakfast, Lunch or Dinner at All Day Dining/ Specialty restaurants and in Room Dining.*
  - Gratis untuk penggunaan Wi-Fi  
*Complimentary on Wi-Fi.*
  - Tidak termasuk untuk binatu, spa, minuman beralkohol, rokok serta minuman dari luar.  
*Does not include laundry, spa, alcohol, tobacco or beverages from outside.*

- e. Penggunaan telepon akan dikenakan biaya sesuai dengan harga dasar.  
*Telephone calls will be charge at cost.*
  - f. Konsumsi minbar akan mendapatkan diskon sebesar 60%.  
*Minibar consumption at 60% discount.*
  - g. Pasangan/Anak/Teman/Kerabat tidak di ijinan untuk ikut tinggal di hotel selama program.  
*Spouse/children/friends/relatives are not permitted to stay under this program.*
  - h. Peserta program FLAG akan memberikan pendapat mereka dengan sebenarnya terkait dengan produk dan pelayanan setelah check out.  
*FLAG participants will share their honest feedbacks related to products and services post departure.*
  - i. Apabila terdapat kerusakan pada kamar serta fasilitas lainnya yang disebabkan oleh peserta FLAG, maka biaya penggantian atau perbaikan akan dikenakan kepada yang bersangkutan.  
*In case of damage in the room or other hotel facilities carried out by FLAG participants, they will be charged in order to replace or repair the damage.*
4. Keseharian biaya yang muncul akan dibebarkan ke Department A&G (Human Resources)  
*All expenses incurred within FLAG program will be charged to A&G (Human Resources).*
  5. Program ini akan mulai dilaksanakan pada bulan Oktober 2024.  
*This program will be effective from October 2024.*

|                                                                                                                                                                                                                                                                   |                                                                                      |                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <br><br> |  |  |
| <b>NI WAYAN ARIATI</b><br>HR Manager                                                                                                                                                                                                                              | <b>DEWI LESTARI</b><br>Asst. Financial Controller                                    | <b>ARIE ERMAWATI</b><br>Hotel Manager                                                 |
|                                                                                                                                                                                                                                                                   |                                                                                      | <b>JOHN W. HALPIN</b><br>General Manager                                              |



## STANDARD OPERATING PROCEDURES

|             |                             |                              |
|-------------|-----------------------------|------------------------------|
| DEPARTMENT  | : HUMAN RESOURCES           | SECTION: HR & ALL DEPARTMENT |
| ISSUED DATE | : 10 SEPTEMBER 2024         | UPDATED: -                   |
| TASK 002    | : FEEL LIKE A GUEST PROGRAM |                              |

## STANDARD:

Setiap Supervisor dan Executive baik yang baru dipekerjakan atau baru mendapat promosi perlu mengetahui kualitas produk dan pelayanan dari The Oberoi Beach Resort, Bali melalui program FLAG (Feel Like a Guest).

*Supervisors and Executives – New hires and those promoted within the company need to experience the product and services of The Oberoi Beach Resort, Bali by joining FLAG (Feel Like a Guest) program.*

## PROCEDURE

1. Human Resources Department akan mengeluarkan list serta jadwal Executive dan Supervisor yang akan mengikuti program FLAG setiap 6 bulan sekali.  
*The Human Resources Department will issue a list and schedule of Executives and Supervisors who will participate in the FLAG program every 6 months.*
2. Selama mengikuti program FLAG, peserta akan dihitung masuk kerja dan tidak mengurangi hak cuti tahunan maupun hak libur lainnya.  
*During the FLAG program, participants will be counted active working and does not reduce the yearly leave or other holidays.*
3. Aturan lebih lanjut adalah sebagai berikut:  
*Further laws are as follow:*
  - a. Gratis menginap selama satu malam untuk satu orang.  
*One-night complimentary stay on single occupancy.*
  - b. Gratis semua makanan dan minuman yang tidak beralkohol untuk Sarapan Pagi, Makan Siang ataupun Makan Malam di semua Restaurant dan Layanan Kamar.  
*Complimentary meals, snack and soft beverages for Breakfast, Lunch or Dinner at All Day Dining/ Specialty restaurants and in Room Dining.*
  - c. Gratis untuk penggunaan Wi-Fi  
*Complimentary on Wi-Fi.*
  - d. Tidak termasuk untuk binatu, spa, minuman beralkohol, rokok serta minuman dari luar.  
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*Minibar consumption at 60% discount.*
  - g. Pasangan/Anak/Teman/Kerabat tidak di ijinan untuk ikut tinggal di hotel selama program.  
*Spouse/children/friends/relatives are not permitted to stay under this program.*
  - h. Peserta program FLAG akan memberikan pendapat mereka dengan sebenarnya terkait dengan produk dan pelayanan setelah check out.  
*FLAG participants will share their honest feedback related to products and services post departure.*
  - i. Apabila terdapat kerusakan pada kamar serta fasilitas lainnya yang disebabkan oleh peserta FLAG, maka biaya penggantian atau perbaikan akan dikenakan kepada yang bersangkutan.  
*In case of damage in the room or other hotel facilities carried out by FLAG participants, they will be charged in order to replace or repair the damage.*
4. Keseluruhan biaya yang muncul akan dibebankan ke Department A&G (Human Resources)  
*All expenses incurred within FLAG program will be charged to A&G (Human Resources).*
  5. Program ini akan mulai dilaksanakan pada bulan Oktober 2024.  
*This program will be effective from October 2024.*

|                                                                                                                                                                                                             |                                                                                                                                   |                                                                                                                        |                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <br><br>NI WAYAN ARIATI<br>HR Manager | <br>DEWI LESTARI<br>Asst. Financial Controller | <br>ARIE ERMAWATI<br>Hotel Manager | <br>JOHN W. HALPIN<br>General Manager |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|



## STANDARD OPERATING PROCEDURES

|             |                     |                                            |
|-------------|---------------------|--------------------------------------------|
| DEPARTMENT  | : HUMAN RESOURCES   | SECTION: Human Resources & All Departments |
| ISSUED DATE | : 6 December 2016   | UPDATED: 20 August 2024                    |
| TASK 002    | : Employee Birthday |                                            |

## STANDARD:

Monthly Employees Birthday List and Card will be produced by Human Resources Department to acknowledge employee's birthday.

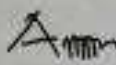
Human Resources Department setiap bulannya akan membuat daftar dan Kartu Ulang Tahun untuk karyawan yang berulang tahun.

## PROCEDURE

1. The Human Resources Department will issue a list of employees having their birthdays during the following month and cards to be signed by General Manager.  
Setiap bulannya, Human Resources Department akan membuat daftar karyawan yang berulang tahun pada bulan berikutnya dengan kartu ulang tahun.
2. The Executive Chef & Assistant Financial Controller will receive a list of names on each 25<sup>th</sup> date for the following month for their well preparation.  
Chief Accountant dan Executive Chef akan menerima list tersebut pada tanggal 25 setiap bulannya untuk bulan berikutnya.
3. The Birthday card which have been signed by GM, will be sent to the Department Head a day before employee's birthday.  
Kartu Ulang Tahun yang telah ditandatangani oleh GM akan dikirimkan ke Department Head masing-masing sehari sebelum Hari Ulang Tahun.
4. Employee will be entitled to one pizza with diameter 30 cm, to be collected from room service by presenting the card. The order is open every day from 11:00 am until 10:00 pm (last order is 9:30 pm).  
Karyawan yang berulang tahun berhak mendapatkan satu loyang pizza berdiameter 30 cm, dengan menunjukkan kartu ulang tahun yang diberikan oleh department head ke bagian Room Service. Pemesanan pizza dapat dilakukan setiap hari dari jam 11:00 siang sampai dengan jam 10:00 malam (pemesanan terakhir di jam 9:30 malam).

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5. Room service team then create transfer form and KOT for kitchen to produce the pizza accordingly.  
*Room service tim akan membuat formulir transfer dan KOT untuk tim kitchen membuat pizza sesuai pesanan.*
6. Employee can choose one pizza from the Menu.  
*Karyawan dapat memilih satu Pizza dari yang tertera di menu.*
7. This new regulation will come into effect from 1<sup>st</sup> October 2024  
*Peraturan yang baru ini akan mulai berlaku dari tanggal 1 Oktober 2024.*

  
**NI WAYAN ARIATI**  
Human Resources Manager



  
**JOHN W. HALPIN**  
General Manager

2016

# Reward and Recognition Programme at The Oberoi Group

Corporate Human Resources



## INDEX

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**Section: I****1. Introduction:**

Reward and recognition is a powerful tool in strengthening employee engagement and driving employee motivation to consistently achieve the company objectives. Recognition is an important satisfaction driver affecting the overall engagement levels within an organization.

**2. Objective:**

- 2.1. To strengthen the recognition culture at The Oberoi Group.
- 2.2. To encourage managers to celebrate success and good work.
- 2.3. To enhance the value of employee's contribution to the growth and success of the organization by displaying the Oberoi Values and Dharma.

**3. Eligibility:**

The recognition programme covers employees working at the Corporate office, Hotels / Business units in India and Overseas as per eligibility criteria defined in each programme.

**4. Categories of Recognition Programme:**

The recognition programme is spread over 3 categories:

| Individual                     | Team Award                | Hotel Award       |
|--------------------------------|---------------------------|-------------------|
| Kudos- an the spot recognition | Team of the Quarter Award | Chairman's Trophy |
| CEO Award                      |                           |                   |
| Pride at The Oberoi Group      |                           |                   |

#### 5. Reward and Recognition Committee

Recommendations received for various award categories will be shared with the Reward and Recognition Committee for reviewing and shortlisting the names for further review and approval. Reward and Recognition Committee comprises of the following members:

1. Mr. Sanjay Rai, Executive Vice President-Sales
2. Mr. K S Bakshi, Executive Vice President-HR
3. Mr. Amitava Nandi, Senior Vice President-Operations Finance Control
4. Mr. Sudarshan Rao, Vice President-Finance

## Section: II

### 1. Kudos (On the Spot Recognition Award)

The objective is to recognize employees instantaneously for a good work done at any time.

1.1. Award: Individual 'Thank you' cards.

1.2. Periodicity: On the spot or as and when required. No limitations on the frequency or number of times it can be given.

1.3. Reward:

- 'Kudos' cards

1.4. Nomination:

- Printed Kudos cards will be available with HR / Functional Heads / General Managers / Department Head and other places where employees can conveniently pick it up.
- Employees can give the cards to the peer / manager / subordinate for any work, behavior or initiative that needs to be appreciated.
- To be given on the spot to the employee.
- It can be given in the departmental or functional meetings -acknowledging the good work done by an employee.

**2. CEO Award**

This award is designed to recognize consistency in exceeding performance, creating new benchmarks in guest delight and enhancing experience, cost optimization or process improvement.

**2.1. Award Category:** Individual Award**2.2. Periodicity:** Quarterly (April to June, July to September, October to December and January to March).**2.3. Reward:****2.3.1. India:**

- Certificate signed by the Managing Director and Chief Executive Officer.
- Gift vouchers worth Rs. 10,000/-.

**2.3.2. Overseas:**

- Certificate signed by the Vice Chairman & Managing Director - International, The Oberoi Group.
- Gift vouchers worth USD 500.

**2.3.3. Any tax liability arising out of the above award payment will be borne by the Company.****2.4. Nomination process:**

- 2.4.1. General Managers, Functional Heads or Business Unit Heads to give nominations (by 10<sup>th</sup> of the following month of every quarter). Nominations to be given as per Annexure-1.
- 2.4.2. Nomination is required to be duly supported by facts, data and justification in accordance with objectives of this award.
- 2.4.3. Nominations to be sent to Corporate Human Resources department.
- 2.4.4. Corporate Human Resources to collate the nominations and present it to the Reward and Recognition committee. The committee will review the recommendations and shall shortlist the awardees for further review and approval.
- 2.4.5. Number of awards in a quarter, across the group, will not exceed 15.

**2.5. Eligibility:**

- 2.5.1. All employees (*General Managers, Hotel Managers and Functional Heads at Band C / RL 4 and above are not eligible*).
- 2.5.2. To be given for contributions which has a significant impact on the function/ business of the company. General Managers / Unit Heads can give recommendations based on the following parameters (one or more):

| S. no | Qualifying Parameters             | Definition                                                                                                                                                               |
|-------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.    | Exceeding guest / Service Delight | Going the extra mile to wow guests, anticipating their needs, meeting their requirements and reflecting extraordinary service orientation to achieve guest satisfaction. |
| 2.    | Process Change                    | Any new process change leading to improvement in quality, timelines, enhancing guest experience and benefiting the organization.                                         |
| 3.    | Cost Optimization                 | Any suggestion or new initiative, which result in substantial savings to the company.                                                                                    |
| 4.    | Revenue Maximization              | Any new idea and engaging in activities / tasks leading to increased revenue for the company.                                                                            |
| 5.    | Employee Engagement Initiative    | Any new initiative resulting in improved employee performance, high employee morale, employee development, reduced attrition rate and enhanced productivity.             |
| 6.    | Innovation and Creativity         | Devising new ways of performing a task resulting in time saving or easier work processes impacting our business significantly.                                           |
| 7.    | Values and Dharma                 | Align performance and achievements in line with the Oberoi Dharma.                                                                                                       |

**2.6. Mode of communication:**

- 2.6.1. To be published in company newsletter / intranet / Communique'.
- 2.6.2. Winners to be announced during General Manager's Address / Quarterly Business Update.
- 2.6.3. Email communication to be sent to the employees, to be put up on bulletin boards and electronic screens.

**3. Pride at The Oberoi Group Award**

This award is designed to recognize employee's contribution to the growth and success of our company by reflecting Oberoi Dharma in their actions and integrating well with our business strategy and goals.

**3.1. Award Category: Individual Award****3.2. Periodicity: Half Yearly (April to September and October to March)****3.3. Reward:****3.3.1. India**

- Certificate signed by the Managing Director and Chief Executive Officer.
- Gift vouchers worth Rs. 5,000/-.

**3.3.2. Overseas**

- Certificate signed by the Vice Chairman and Managing Director - International, The Oberoi Group.
- Gift vouchers worth USD 250.

**3.3.3. Any tax liability arising out of the above award payment will be borne by the Company.****3.4. Nomination Process:****3.4.1. Managers can nominate any employee. Nominations to be given as per Annexure II.****3.4.2. Human Resource to coordinate the implementation at their respective hotel / business unit. General Managers / Business Unit heads / Functional heads to review and shortlist for final award.****3.4.3. Consolidated MIS to be sent to Corporate Human Resources.****3.4.4. Number of awards per hotel / business unit will not exceed 5.**

**3.5. Eligibility:**

- 3.5.1. All employees (*General Managers, Hotel Managers and Functional Heads and above are not eligible*).

**3.6. Mode of communication:**

- 3.6.1. To be put up on bulletin boards and electronic screens.
- 3.6.2. To be published in hotel / business unit specific newsletter.
- 3.6.3. Winners to be announced during General Manager's address / Quarterly Business Update.
- 3.6.4. To be shared during morning meetings and department meeting.

#### 4. Team of the Quarter Award

This award aims to recognize team contribution in creating guest delight. One team (inter or intra function and location) across the group will be identified and recognized for their team effort.

##### 4.1. Award Category: Team Award

##### 4.2. Periodicity: Quarterly (April to June, July to September, October to December and January to March)

##### 4.3. Reward:

###### 4.3.1. India

- Certificate signed by the Managing Director Development.
- Gift voucher worth Rs. 25,000/-.

###### 4.3.2. Overseas

- Certificate signed by the Managing Director Development.
- Gift voucher worth USD 1000.

4.3.3. Any tax liability arising out of the above award payment will be borne by the company.

##### 4.4. Nomination process:

4.4.1. Functional Head / General Manager / Business Unit head to recommend the nominations (by the 10th of the following month of the quarter). Nominations to be given as per Annexure-III.

4.4.2. Nominations to be sent to Corporate Human Resources.

4.4.3. Corporate Human Resources to collate the nominations and present it to the Reward and Recognition committee.

4.4.4. Number of awards in a quarter, across the group, will not exceed 4.

4.4.5. Reward and Recognition Committee will review the nominations and recommend the awardees for further review and approval.

#### 4.5. Eligibility:

4.5.1. For teams involved in Operations and / or Support across all levels.

4.5.2. For teams which achieve excellence based on the following parameters (one or more).

| S.no | Parameters           | Criteria                                                                                                                                                 |
|------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.   | Guest Service        | Displaying high standards of performance by anticipating guest needs and providing exceptional service.                                                  |
| 2.   | Cost Optimization    | Any suggestion or new initiative, which result in substantial savings to the company.                                                                    |
| 3.   | Timelose Adherence   | Planning and organizing task and projects as per specific timelines. Displaying a sense of ownership and urgency for completion in time.                 |
| 4.   | Process Improvement  | Planning and implementing a process redesign, including time and cost savings, which results in enhanced efficiency and delivery of business objectives. |
| 5.   | LQA Score            | As applicable                                                                                                                                            |
| 6.   | Managing Uncertainty | Exceptional team efforts in dealing with a crisis or emergency situation resulting in a significant impact on the business.                              |
| 7.   | Revenue Maximization | Any new ideas and engaging in activities / tasks performed by a team, leading to increased revenue for the company.                                      |

**4.6. Mode of communication:**

- 4.6.1. To be published in company newsletter / intranet / 'Communique',
- 4.6.2. Winners to be announced during General Manager's Address / Quarterly Business Update.
- 4.6.3. Email communication to be sent to the employees, to be put up on bulletin boards and electronic screens.

### 5. Chairman's Trophy

This award aims to recognize one hotel or resort, which excelled in all the key parameters of business performance.

5.1. **Award Category:** Hotel

5.2. **Periodicity:** Annual (April to March)

5.3. **Reward:**

5.3.1. Trophy from the Executive Chairman.

5.3.2. It will be annual rotating trophy.

5.3.3. Certificate of Recognition signed by the Executive Chairman.

5.3.4. Trophy to be given by the Executive Chairman during General Managers conference or any other event.

5.3.5. **Award Corpus** - Cash award (as per below) to be utilized by General Manager for employee get-together or any other employee engagement event.

| Reward of Rs. 10,00,000/-      | Reward of Rs. 5,00,000/-                                                                                                                               |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Oberoi, Mumbai             | All other hotels and resorts in India and Overseas.<br><br>(Trident, Cochin and Motor Vessel Vrinda will be considered as one entity for this purpose) |
| The Oberoi, New Delhi          |                                                                                                                                                        |
| The Oberoi Grand, Kolkata      |                                                                                                                                                        |
| The Oberoi, Gurgaon            |                                                                                                                                                        |
| The Oberoi, Dubai              |                                                                                                                                                        |
| Trident, Nariman Point, Mumbai |                                                                                                                                                        |
| Trident, Bandra Kurla, Mumbai  |                                                                                                                                                        |
| Trident, Hyderabad             |                                                                                                                                                        |

**5.4. Nomination process:**

- 5.4.1. Reward and Recognition committee will review the respective hotels performance against pre-defined performance matrix and recommend the name of the hotel for further review and approval.
- 5.4.2. Approved by the Executive Chairman.

**5.5. Eligibility:**

- 5.5.1. The Oberoi Group Hotels and Resorts.
- 5.5.2. The best performing hotel will be assessed across pre-defined parameters. The applicable performance matrix to qualify each year for a hotel to be eligible for award will be announced at the beginning of the financial year.
- 5.5.3. Minimum achievement on each evaluation parameter is 90%; subject to cumulative achievement of at least 100% for all parameters.
- 5.5.4. Indicative Performance Matrix (To be finalized and announced at the beginning of financial year):

| S. No. | Qualifying Parameters                    | Weightage | Target |
|--------|------------------------------------------|-----------|--------|
| 1.     | Gross Operating Profit (GOP) achievement |           |        |
| 2.     | Gross Revenue achievement                |           |        |
| 3.     | Guest Feedback – Net Promoter score      |           |        |
| 4.     | LQA Score                                |           |        |
| 5.     | Employee Engagement Score                |           |        |

## Annexure I

## CEO Award Nomination Form

|                                      |                        |
|--------------------------------------|------------------------|
| For the Period : _____ to _____      | Date of Joining: _____ |
| Name of the Employee: Mr / Ms. _____ | Date of Birth: _____   |
| Designation: _____                   | Department: _____      |
| Name of the Hotel / Location: _____  | Band/Level _____       |

The employee is hereby nominated for the CEO Award and following are the details of his / her contribution:

Please select the recognition parameter(s):

|                                                     |                                                       |
|-----------------------------------------------------|-------------------------------------------------------|
| 1. Exceeding Guest Service <input type="checkbox"/> | 5. Employee Engagement <input type="checkbox"/>       |
| 2. Process Change <input type="checkbox"/>          | 6. Innovation and Creativity <input type="checkbox"/> |
| 3. Cost Optimization <input type="checkbox"/>       | 7. Values and Dharma <input type="checkbox"/>         |
| 4. Revenue Maximization <input type="checkbox"/>    |                                                       |

For the selected recognition parameter please detail out the problem / situation and the achievement. Also wherever applicable please mention the potential cost saving or revenue maximization (direct or indirect).

Special efforts put in by the employee:

Benefits to Hotel / business unit and The Oberoi Group:

\_\_\_\_\_  
Recommending  
Manager/Supervisor

\_\_\_\_\_  
Hotel General Manager  
/Functional Head/  
Business Unit Head

## Annexure II

**Pride at The Oberoi Group Nomination Form**

|                                      |                        |
|--------------------------------------|------------------------|
| For the Period : _____ to _____      | Date of Joining: _____ |
| Name of the Employee: Mr./ Ms. _____ | Date of Birth: _____   |
| Designation: _____                   | Department: _____      |
| Name of the Hotel / Location: _____  | Band/Level _____       |

**Achievements:**

(Please write in details how is the achievement linked to the Oberoi Dharma. Please tick applicable box only)

|                                                       |                                                 |
|-------------------------------------------------------|-------------------------------------------------|
| 1. Customer First <input type="checkbox"/>            | 5. Respect <input type="checkbox"/>             |
| 2. Team Work <input type="checkbox"/>                 | 6. Excellence <input type="checkbox"/>          |
| 3. Highest Ethical Standards <input type="checkbox"/> | 7. Attention to Detail <input type="checkbox"/> |
| 4. Long Term Approach <input type="checkbox"/>        | 8. Safety and Security <input type="checkbox"/> |

Inputs / efforts put in by the employee(s):

Benefits to Hotel /business unit and The Oberoi Group:

\_\_\_\_\_  
Recommending  
Manager/Supervisor

\_\_\_\_\_  
Hotel General Manager  
/Functional Head/  
Business Unit Head

## Annexure III

Team of the Quarter Award Nomination Form

|                                     |   |                 |    |       |
|-------------------------------------|---|-----------------|----|-------|
| For the Period                      | : | _____           | to | _____ |
| Name of the Hotel(s) or Function(s) | : | _____           |    |       |
| Name of the Team                    | : | _____           |    |       |
| Name of the Team Leader             | : | Mr. / Ms. _____ |    |       |
| Name of the Team members            | : | _____           |    |       |
|                                     | : | _____           |    |       |
|                                     | : | _____           |    |       |
|                                     | : | _____           |    |       |
|                                     | : | _____           |    |       |
|                                     | : | _____           |    |       |

**Team achievements:**

Please detail out team contributions and achievements, specifically capturing the benefits in quantifiable and measurable terms.

Hotel General Manager(s) / Functional Head(s) / Business Unit Head(s)

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## **Appendix 02. Transcript Interview with Human Resources Manager of The Oberoi Beach Resort Bali**

Interviewer : *“Selamat siang, Ibu. Sebelumnya terima kasih atas kesempatannya untuk melakukan wawancara untuk penelitian saya.”*

HRM : *“Selamat siang, Yogi. Senang bisa membantu, jadi bisa langsung saja bisa berikan ibu pertanyaan ataupun hal yang ingin Yogi tau disini.”*

Interviewer : *“Baik, terima kasih, Ibu. Nah, untuk pertanyaan pertama dari Yogi itu terkait penelitian saya, Apa saja kosa kata yang digunakan untuk membuat dokumen yang dikeluarkan dari HRD, Bu.”*

HRM : *“Terkait kosa kata yang digunakan ketika membuat dokumen sih banyak ya, tergantung juga dokumen yang dibuat apakah itu diperuntukan untuk karyawan atau diperuntukan untuk manajemen juga, tapi kebanyakan memang dokumen yang dibuat di HRD itu diperuntukan untuk karyawan. Mungkin beberapa contohnya itu seperti Payroll, Medical Check Up, Apprentice, Contact ya mungkin seperti itu ya yang dimaksud Yogi ya. Mungkin Yogi juga udah banyak tau sih karena sudah pernah magang di HRD juga ya.”*

Interviewer : *“Wahhh iyaa, Bu. Jadi memang ada beberapa yang Yogi tau juga dan sudah Yogi list juga mungkin nanti Yogi akan tanyakan tentang artinya juga agar lebih Yakin ya, Bu. Baik, untuk pertanyaan selanjutnya bu, yaitu biasanya dokumen apa saja yang dikeluarkan dari HRD yang berkaitan dengan karyawan, Bu?.”*

HRM : *“Untuk dokumen yang dikeluarkan dari HRD yang diperuntukan karyawan sih banyak ya, seperti ada memo memo yang sejenis pengumuman seperti itu dan ada juga yang kita mempersiapkan appraisal nah itu sejenis form yang akan diisi oleh HOD nantinya untuk menilai performa karyawan selama satu tahun.*

*Terus juga ada beberapa SOP yang kita keluarkan yang tentunya SOP tersebut juga wewenang dari HRD dan departemen terkait dan tentunya atas persetujuan GM.”*

Interviewer : *“Baik, nanti juga Yogi sepertinya akan perlu itu ya bu untuk Yogi analisa lebih lanjut lagi untuk mendapatkan beberapa data.”*

HRM : *“Oh tentu saja Yogi, nanti bisa minta juga ke Bu Novi ya biar lebih banyak dapetinnnya juga terkait training.”*

Interviewer : *“Siap, Ibu. Baik beralih ke pertanyaan selanjutnya bu. Apakah ada istilah khusus yang digunakan untuk membuat dokumen tersebut?.”*

HRM : *“Oo iyaa tentu saja ada, mungkin tentang istilah seperti itu, itu biasanya digunakan untuk penamaan dokumen atau topik dokumen tersebut, mungkin contohnya seperti ada di HR Report itu yang namanya Manpower report, maining guide, Employee movement dan lain-lain.”*

Interviewer : *“Baik terima kasih, Ibu. Nah untuk pertanyaan selanjutnya ini Yogi ingin bertanya terkait makna dari kosa kata yang Yogi dapatkan di beberapa dokumen yang Yogi sudah kumpulkan Ibu. Apa makna dari OCLD associate, Bu?”*

HRM : *“OCLD itu Oberoi Center Learning and Development, jadi itu sejenis sekolah atau training center untuk karyawan atau calon karyawan, nanti mereka akan diberikan pendidikan disana terkait hospitality yang sesuai dengan standar dari pendiri Oberoi sendiri dan itu hanya ada di India langsung.”*

Interviewer : *“Baik, selanjutnya itu makna dari Dharma, ap aitu Dharma?”*

HRM : *“Nah Dharma itu bisa kita katakan seperti nilai-nilai yang harus diemban dan diimpelentasikan oleh seluruh karyawan.”*

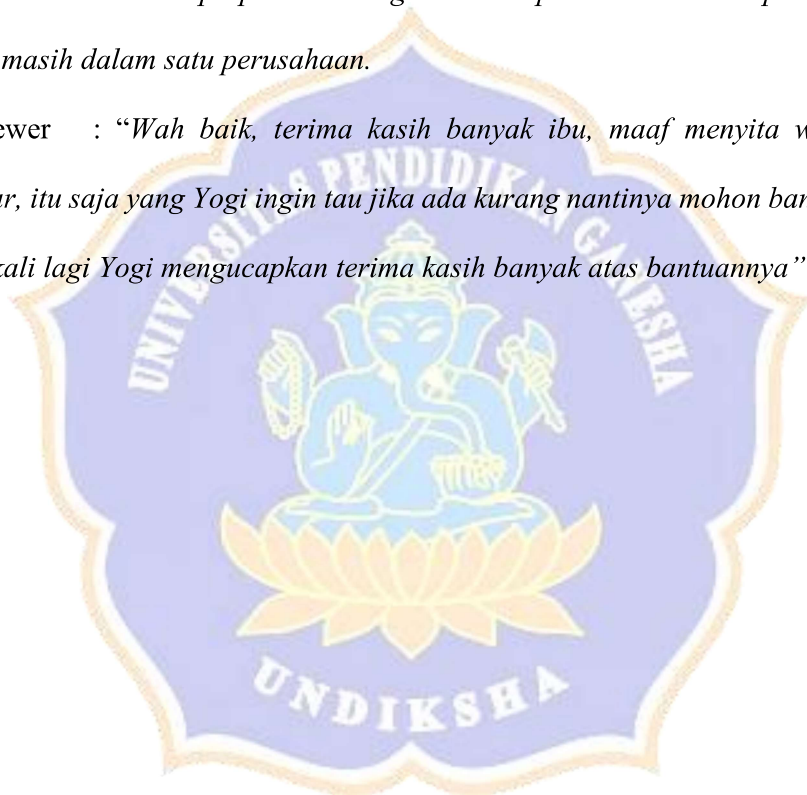
Interviewer : *“Baik, selanjutnya apa arti dari day payment?.”*

HRM : *"Nah jadi jika karyawan itu melakukan lembur itu biasanya akan diberikan libur tambahan untuk membayar lembur tersebut dan digunakan istilah day payment atau DP."*

Interviewer : *"Baik, nah yang terakhir ibu itu makna dari kata Executive Transfer itu apa ya bu?"*

HRM : *"Oke, semisal ada dari HOD pindah ke departemen lain maka akan dibuatkan surat untuk perpindahan tugas dari departemen A ke departemen B namun masih dalam satu perusahaan."*

Interviewer : *"Wah baik, terima kasih banyak ibu, maaf menyita waktunya sebentar, itu saja yang Yogi ingin tau jika ada kurang nantinya mohon bantuannya ibu, sekali lagi Yogi mengucapkan terima kasih banyak atas bantuannya"*



### **Appendix 03. Transcript Interview with Training Manager of The Oberoi Beach Resort Bali**

Interviewer : *“Selamat siang, Ibu. Terima kasih atas kesempatannya dan maaf mengganggu sebentar”*

TM : *“Selamat siang, Yogi. Tidak ada masalah, silakan apa yang ingin Yogi tau bisa tanyakan saya akan jawab semampu saya nanti”*

Interviewer : *“Terima kasih, Ibu. Yogi tidak banyak sih akan bertanya karena tadi juga sudah bersama Bu Atik banyak, cumin disini Yogi lebih fokus ke dokumen traning ya bu.”*

TM : *“Baik silakan”*

Interviewer : *“Sebelumnya Yogi kan sudah punya beberapa Training Report yang biasa ibu buat, untuk itu Yogi akan tanya dikit beberapa arti dari kosa kata yang ada disana ya bu. Nah langsung saja yang pertama itu disana Yogi banyak melihat ada preparation nah itu apa artinya bu?”*

TM : *“Nah jadi kosa kata itu pasti banyak digunakan dari anak kitchen ya, itu maksudnya mereka belajar untuk persiapan mungkin sebelum opening atau ketika membuat suatu hidangan diberikan tugas oleh seniornya untuk mempersiapkan bahan dan alatnya, apa saja yang diperlukan disana, lebih spesifiknya itu tergantung departemennya juga sih, tapi yang jelas itu mereka belajar mempersiapkan sesuatu sebelum memulai pekerjaanya”*

Interviewer : *“Wah baik, nah untuk selanjutnya itu ada beberapa kata yang sering juga muncul di training report yaitu first aids check apa makna dari itu ya bu?”*

TM : *“Nah jadi diperusahaan itu pasti pertolongan pertama pasti diperlukan sekali ya karena yang namanya kecelakaan kita tidak bisa prediksi, jadi*

*untuk kita di HRD itu akan melakukan pengecekan obat-obatan pertolongan pertama di setiap outlet yang ada di hotel untuk memastikan bahwa itu masih dan kadang juga karyawan sakit mungkin pilek atau sakit kepala kita juga sediakan obatnya, bukan hanya obat tapi vitamin untuk suplemen karyawan juga penting disediakan disana untuk memastikan karyawan fit saat bekerja.”*

Interviewer : *“Oh baik, nah untuk selanjutnya itu Fire Drill Training untuk kosa kata ini artinya apa bu?.”*

TM : *“Nah untuk itu pelatihan yang biasa kita lakukan untuk seluruh karyawan juga, sama seperti apa yang saya katakan sebelumnya juga kecelakaan kita tidak bisa prediksi. Nah, untuk action pertama jika terjadi kebakaran itu kita buatkan pelatihannya agar karyawan bisa menangani itu. Kegiatan ini kita lakukan setiap enam bulan dan kita akan mengundang DAMKAR langsung untuk memberikan pengetahuan tentang cara memadamkan api.”*

Interviewer : *“Baik, terima kasih Ibu, nah untuk yang terakhir bu yaitu ada FLAG nah itu apa bu?.”*

TM : *“Nah jadi FLAG itu merupakan program untuk karyawan kepanjangannya Feel Like A Guest. Jadi karyawan nanti dapat jadi tamu di hotel untuk sehari dan akan dilayani oleh staff-staff disini juga ya seperti tamu yang sebenarnya. Ini diperuntukan kepada HOD yang baru atau karyawan baru, ini dilakukan karena ya kita ada di bidang hospitality ya jadi kita harus tau rasanya bagaimana pelayanan disini sebelum kita memberikan pelayanan. Jadi seperti itu kurang lebih penjelasannya.”*

Interviewer : *“Wahh sekali lagi Yogi ucapkan terima kasih banyak bu atas bantuannya dan ini sangat bermanfaat sekali bagi penelitian saya.”*