

**ANALYZING LOGISTICS MANAGEMENT AT IBIS HOTEL MANADO***ANALISA MANAJEMEN LOGISTIK DI HOTEL IBIS MANADO*

By:  
**Janet C. C. Nelwan<sup>1</sup>**

<sup>1</sup> Faculty of Economics and Business, Management Program  
Sam Ratulangi University Manado

E-mail:

[janetnelwan@gmail.com](mailto:janetnelwan@gmail.com)

**Abstract:** Logistics management holds the main key in the hospitality industry especially in the Ibis Hotel Manado which is the ability to deliver the right product, to the right customer, in the right quantity, in the right condition, at the right place, at the right time, and the right cost. This study aims to find out the process of logistics management in the Ibis Hotel Manado. The objectives of logistics management in the Ibis Hotel Manado are the key activities, which are: order processing, inventory management, transportation, warehousing, materials handling, packaging, and facility network design. This research using a qualitative methodology which is an in-depth interview and uses purposive sampling to collect the data. To achieve the objectives, the 4 keys informants were being interviewed which are consisting of financial controller, purchasing, receiving, storekeeper, and supplier. The result showed that the logistics management is not using the real standards in carrying the activities but the logistics management process has been running well and effective. The indicators very affect the logistics management and the Ibis Hotel Manado also has particular strategies to keep improving the standard of the logistics management's activities that applied to their production and operation management

**Keywords:** *logistics management, hotel's logistics*

**Abstrak :** *Manajemen logistik memegang kunci utama dalam industri perhotelan khususnya di Hotel Ibis Manado yaitu kemampuan untuk memberikan produk yang tepat, kepada pelanggan yang tepat, dalam jumlah yang tepat, dalam kondisi yang tepat, di tempat yang tepat, pada waktu yang tepat. , dan biaya yang tepat. Penelitian ini bertujuan untuk mengetahui proses pengelolaan logistik di Hotel Ibis Manado. Tujuan dari manajemen logistik di Hotel Ibis Manado adalah kegiatan utama, yaitu: proses pengorderan, manajemen inventaris, transportasi, pergudangan, penanganan material, pengemasan, dan desain jaringan fasilitas. Penelitian ini menggunakan metodologi kualitatif yaitu wawancara mendalam dan pengambilan datanya menggunakan purposive sampling. Untuk mencapai tujuan tersebut, dilakukan wawancara dengan informan utama yang menjadi kunci dalam proses ini yaitu manajer keuangan, staff pembelian, staff penerimaan, staff gudang dan pemasok. Hasil penelitian menunjukkan bahwa pengelolaan logistik belum menggunakan standar yang sebenarnya dalam menjalankan kegiatannya tetapi proses pengelolaan logistik telah berjalan dengan baik dan efektif. Indikator tersebut sangat mempengaruhi manajemen logistik dan Hotel Ibis Manado juga memiliki strategi khusus untuk terus meningkatkan standar kegiatan manajemen logistik yang diterapkan pada manajemen produksi dan operasi mereka.*

**Kata kunci :** *manajemen logistik, logistic hotel*

## INTRODUCTION

### Research Background

Hotel's logistics in its development until now has been a science that should get special attention considering the history of increasingly complex economic growth such as the productivity of goods produced by the company, how to distribute and store and manage the results the product as a whole requires special and serious handling. To achieve efficient results and the effectiveness of all that requires a good organization or is often termed integrated logistics management so that there is no imbalance in carrying out its activities. One sector that attached and has big efforts in Indonesia's hospitality industry is logistics. In today's hotel's logistics activities, especially in Manado North Sulawesi, there is an increased focus on delivering value to the customer at the cheapest possible costs. The current recession has affected businesses from all over the world, including the hotel industry (Brodsky, 2009).

The Hotel companies, both big and small, must focus on how to offer products and services while keeping costs low. The important thing to do for the hotel's companies, they have to maintain their logistics activities. For this reason, the company needs logistics management so that the work processes within the company can run effectively and efficiently and can reduce costs and increase profits maximally.

Logistics management holds the main key in the hospitality industry especially in the Ibis Hotel Manado which is the ability to deliver the right product, to the right customer, in the right quantity, in the right condition, at the right place, at the right time, and the right cost. This is the reason why providing the needs of the customer through the department is the most critical aspect to do. This is where the logistics management became crucial as a business activity that supports the Production and Operation Management.

Ibis hotel Manado is an international hotel company, owned by a holding company of Accor Hotels group. The Ibis hotel Manado is providing accommodation in the form of rooms in a building, which can be supplemented with food and drink services, entertainment activities, and/or other facilities daily to obtain profits. One area of the hotel industry like Ibis Hotel Manado that is usually left out in cost-cutting efforts is its logistics activities. A well-established logistics management system can help the hotel industry given individual hotel companies a sustainable competitive advantage. The use of the right logistics strategies helps not only improve the quality and service of the Ibis Hotel Manado but drive down costs. So, Ibis Hotel Manado also can improve their performance when they more focus on logistics management because from this, they can give the best performance depends on their customer needs.

Logistics activities in the Ibis Hotel Manado consist of 5 key activities as follows: Facility Network Design, Inventory Management, Order Processing, Warehousing, Material Handling, Packaging, and Transportation. This is the indicators that determining the process of logistics management in the Ibis Hotel Manado. In these five areas, there are still some problems that occur that are still not effective order processing. The inventory area is sometimes still out of stock because of late suppliers supplying goods to the Ibis Hotel Manado. Ineffective transportation area due to several obstacles that occur. Warehousing area that lacks inadequate facilities and material handling, and packaging that lacks the number of workers. Area facility network design is ineffective due to the lack of facilities in each area in logistics.

Therefore, logistic management has proven to become the critical aspect in maintaining the hotel's production and operations management and Ibis Hotel Manado needs to implement their logistics management's activities in its business processes to improve the standards and to reach the effectiveness of the production and operation management especially its logistics management. This becomes the foundation of establishing the title of this journal which is "Analyzing Logistics Management at Ibis Hotel Manado".

### Research Objective

There is an objective that purposed to achieve by doing this research, which is to find out the process of Logistic Management in the Ibis Hotel Manado.

## THEORETICAL REVIEW

### Operations Management

Operations management is the management of systems or processes that create goods or provide services (Stevenson, 2007). Operations management is concerned with creating, operating, and controlling a transformation system that takes input from various resources and produces the output of goods and services

required by customers. Operations management concerns as a management activity, producing goods and services needed by customers, using various resources, creating operations, and controlling systems transformation (Naylor, 2002).

### Supply Chain Management

According to (CSCMP, 2012) write that Supply Chain Management encompasses the planning and management of all activities involved in sourcing and procurement, conversion, and all logistics management activities. Importantly, it also includes coordination and collaboration with channel partners, which can be suppliers, intermediaries, third party services provides, and customers. In essence, supply chain management integrates supply and demand management within and across companies. From the definition, Supply chain management is an integrating function with primary responsibility for linking major business functions and business processes within and across companies into a cohesive and high-performing business model. It includes all of the logistics management activities noted above, as well as manufacturing operations, and it drives coordination of processes and activities with and across marketing, sales, product design, finance, and information technology.

### Logistics Management

The Council of Logistics Management defines logistics as the process of planning, implementing, and storage of raw materials, in-process inventory, finished goods and related information from point of origin to point of consumption for the purpose of confirming the customer requirements. Logistics management is also a part of supply chain management that plans the implementation, controlling and planning the storage of goods, flow of information and services to meet customers' requirements. It is considered as an integrating factor that coordinates all of the logistics activities as well as integrating activities which involve marketing, operation management, and finance and information technology (CSCMP, 2011). According to Daniela (2014) logistics management must balance three basic targets: quality of service, right time, low cost. This statement is being completed by the theory of Bowersox, Vloss, and Cooper (2013) about logistic and supply chain management which stated that logistic management consists of five key activities as follows:

- a. Order Processing: Information management and exchange, communication, data transmission, and data processing, import/export documentations. While many aspects of information are critical to logistics operations, the processing of orders is primary importance. In most supply chains, customer requirements are transmitted in the form of orders and the processing of these orders involves all aspects of managing customer requirements from initial order receipt, delivery, invoicing and collection. The logistics capabilities of a firm can only be as good as its order processing inventory.
- b. Inventory Management: Procurement and storage of raw material, components, work-in-progress, and finished goods. The objective in inventory strategy is to achieve desired customer service with the minimum inventory commitment. Excessive inventory may compensate for deficiencies in basic design of a logistic system but will ultimately result in higher than-necessary total logistic cost. Logistical strategies should be designed to maintain the lowest possible financial investment in inventory to achieve maximum inventory turn while satisfying service commitments.
- c. Transportation: Physical movements of inventory from one place to another uses various type of carriers, cost of delivery. Transportation is the operational area of logistics that geographically moves and positions inventory. From the logistical system viewpoint, three factors are fundamental to transportation performance:
  1. Cost. The cost of transport is the payment for shipment between two geographical locations and the expenses related to maintaining in-transit inventory.
  2. Speed. Speed of transportation is the time required to complete a specific movement.
  3. Consistency. Consistency of transportation refers to variations in time required to perform a specific movement for over a number of shipments. Consistency reflects the dependability of transportation.

### Hotel's Logistics

In the Logistics division of Ibis Hotel Manado, there are five main jobs description. Which consists of Financial Controller, Cost Control, Receiving, Purchasing, Store Keeper. Each employee has the following Job Description:

1. Financial Controller: In charge and responsible for all operational activities at the logistics division.
2. Cost Control: Served and is responsible for controlling the cost, to reduce the demands and supply in all operations activities of the Ibis Hotel Manado

3. Receiving: In charge and responsible for entering and leaving all items needed by the hotel and making a Receiving Report (report of goods entering the hotel).
4. Purchasing: In charge and responsible for all operations of purchasing goods needed by the hotel which includes the needs of the Engineering Store, Dry Goods Store, Commissary, Pastry, Butcher.
5. Store Keeper: In charge of and responsible for all Issuing operations (taking and storing items needed by all Departments at the hotel). Responsible for assisting the in issuing operations (taking and storing items needed by all Departments at the hotel).

### Previous Research

Chernodon and Popova (2017). The research is about Logistics Approach to the Hospitality Company's Management, as competitiveness improve factor. The paper describes a logistic, optimization model and efficiency increasing model to the enterprise economic activity, considering adaptation to the industry consumer behaviour changes. As a result, the hypothesis that the problem of an enterprise competitiveness increasing in the hospitality industry can be solved by applying a logistic approach to the company flow processes managing is confirmed. Eventually, the application of the logistic approach to the management of operational processes leads to an increase in the enterprise economic efficiency and adaptation to drastic consumers' behaviour changes, as a result improving the enterprise competitiveness. The object of future research is a hotel enterprise, with all the complexity of logistics management processes, being inherently a service enterprise. The goal of the research paper is to develop the principles of increasing the competitiveness of the hospitality industry enterprise based on the logistic approach application. Respectively, the subject of the research is the enterprise management methods and the flow management processes optimization from the logistics point of view, and as a consequence, the increase in the efficiency of enterprise economic activity and which result the long-term enterprise competitiveness in a Latvian hospitality market. Statistical and comparative research method, method of system and logical analysis, synthesis and modelling will be used to confirm the hypothesis in the frame of research study.

Degirmenci, Ismail and Ozdemir (2017). The research is about Cold chain logistics for frozen food at tourism destinations. The purpose of this paper is to explore possible distribution system models of cold chain logistics for frozen food producers serving to tourism enterprises. Methodology- The data were collected through multiple case study method. The firms interviewed were chosen from the most visited touristic destination in Turkey, Antalya. These firms differed in size and the types of products. Findings- We have observed significant differences in cold chains for tourism and 3PL-oriented retail sectors. The firms serving to tourism sector generally choose not to use 3PLs due to issues on food safety/quality despite the advantages in investment costs. Conclusion- We conclude that the reasons for the reluctance of the producers to work with 3PL providers was the very hot weather and frequent stops made at hospitality facilities which leave the cold chain prone to temperature changes and product damage as well as the high demand during peak seasons which lead to urgent order requests nonconforming to 3PL service schedules.

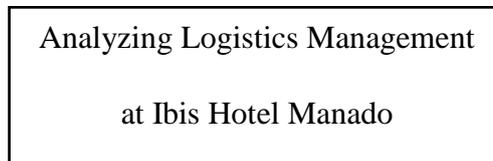
Anjelina and Amri (2018). The research is about Acceptance Procedure and Storage of Goods Inventory at Swiss-Belhotel Harbour Bay Batam. This research was conducted at Store Keeper Swiss-Belhotel Harbor Bay Batam which is engaged in hotel and tourism services. This study aims to find out how the application of procedures for receipt of goods and storage of inventory goods conducted by Swiss-Belhotel Harbor Bay. What is the cause of the procedure for receipt and storage of inventory items is not sufficient, and how the solution to overcome them. The results showed the evaluation of acceptance and storage procedures is good enough, it is still the lack of employees in the warehouse department and the separation of functions between the receiving and store keeper departments in order to have the task function for effective control in the work.

Rio (2016). The research is about Logistics Analysis (Case Study at PT. Remenia Satori Tepas-Manado). The research was conducted on PT. Satori Remenia Tepas, Manado. The study aims to determine the process of obtaining raw materials, control of inventory and the spread of logistics. The results showed that company obtain the raw material from Jakarta and shipped and distributed to the merchants in Manado, then the products always available in the inventory, also the logistics was distributed to all traders in North Sulawesi. The company should do stock preorder and payment as soon as possible so that the shipping can be done immediately, and the stock be counted everyday.

Stephenny (2017). The research is about Analyzing Logistic Management of Culinary Small And Medium Enterprises in Manado. Logistic Management key activities considered as the indicators in determining the current logistic management performance and strategies applied by the culinary SMEs to reach the satisfying level of logistic management performance which are the purpose of this research. Using Qualitative research

methodology, nine culinary SMEs owner represented each of nine districts in Manado were being interviewed and the result showed that the logistic management performance of culinary SMEs in Manado is in proper condition and the culinary SMEs in Manado also have particular strategies that applied to their businesses and there are total of 10 logistic management strategies that generated from this research.

### Conceptual Framework



**Figure 1. Conceptual Framework**  
*Source: Data Processed, (2019)*

## RESEARCH METHOD

### Research Approach

This research used qualitative research methodology. According to Punch (1998:4) Qualitative Research is empirical research where the data are not in the form of numbers. The type of this research is descriptive. According to Burns and Grove (2003:201), descriptive research is designed to provide a picture of a situation as it naturally happens.

### Population, Sample and Sampling Technique

#### Population

Sekaran and Bougie (2010:37) define Population is the entire group of people, events, or things which a researcher desire to research. While Sugiyono (2007:285) stated that in qualitative research does not use form population instead using term "social situation" which consist of three elements: place, actors and activity. The social situation in this research is all elements related to logistics management in the Ibis Hotel Manado especially the places, actors, and activities.

#### Sample

Sample in qualitative research is not called as respondent but instead a source, participant or informant (Sugiyono, 2007:390-391). The sample size of this study are 4 keys informants, which is consisting of Financial Controller, Purchasing, Receiving, Store keeper and Supplier in the Ibis Hotel Manado.

#### Sampling Technique

Sampling technique is the way to collect the data from trusted people and in order to get a good result or other identification of the specific process by which the entities of the sample have been selected. This research will use purposive sampling technique in order to get more valid and detailed result. According to Sugiyono (1997) purposive sampling is a technique to collect sample of data source with some considerations like people who are considered the matter, can be trusted or people who has authority that will make it easier for the researcher to explore the certain object or social situation. In order to get the best result, the researcher took 4 keys informants to be interviewed with several different background job desk who have worked for it.

### Data Collection Method

Data collection method that used in this research are primary data and secondary data. The primary data are taken from in-depth interview with the informants. According to Hair and Page (2015), an in-depth interview is an unstructured one-to-one discussion session between a trained interviewer and a informants, and researcher will held this interviews by face-to-face. Secondary data are sources that indirectly provide data collecting data, for example through other people or through documents (Sugiyono, 2010:402). The secondary data are taken from books, articles, journal, and relevant literature from library and internet to gain more of supportive information regarding with this research.

### Operational Definition of Research Variables

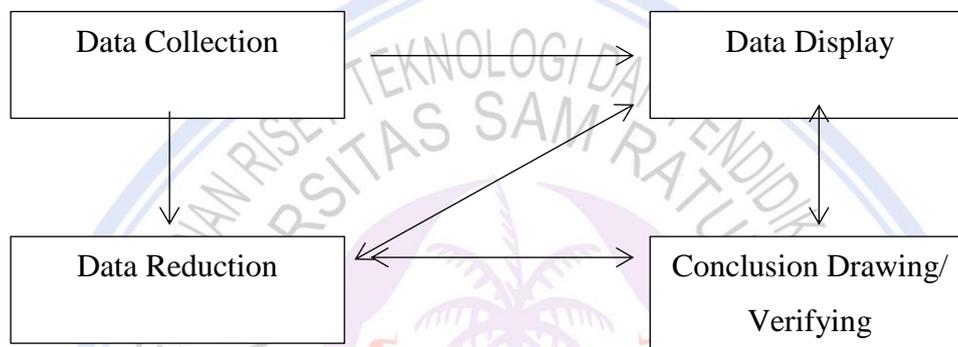
Operational definition is a certain explanation about some issues that measured by certain terms and also the operational definition of a variable is the spesific way in which it is measured from the research. In this research the main variable is logistics management and the indicators are order processing, inventory management, transportation, warehousing, material handling, packaging and facility network design.

### Instrument Testing

The key instrument of this research is the researcher. The researcher is trained and has good understanding about all aspects of this research. The researcher was equipped with a note book, a recorder, and a camera in order to conduct interviews and The key instrument of this research is the researcher. The researcher is trained and has good understanding about all aspects of this research. The researcher was equipped with a note book, a recorder, and a camera in order to conduct interviews.

### Data Analysis Method

In qualitative data analysis there are some steps to analyze the data. According to Miles and Huberman in Sekaran and Bougie (2013), there are generally steps in qualitative data analysis:



**Figure 1. Steps in Qualitative Data Analysis**

*Source: Research Methods for business, 2013*

From figure 1 shows the steps of data analysis method and here are the explanation:

- Data Collection, the process by which researchers get information or data through books, websites, even through informants for more in-depth information.
- Data Reduction, the process of selecting, simplifying and transforming data so that it can be more easily managed and understood.
- Data Display, the process of assisting qualitative research to organize information to facilitate identification of relationships so that results can be developed and can be related to existing theories.

### Validity and Reliability

Validity refers to how well a test measure compare to the research purpose. According to Creswell (2007) defines validity as validation in qualitative research in an effort to assess the "accuracy" of the findings, as explained by researchers and participants. In qualitative research, validation in terms of accounts takes a long time in the field, detailed bold descriptions, and the closeness of the researcher to the participants in the study which can add value or accuracy to the research. Reliability is a tool to produces stable and consistent result. In qualitative research, "reliability" is defined as the stability of response to many data set coders. With detailed field records, good quality recordings, this study is very reliable (Creswell, 2007).

## RESULT AND DISCUSSION

### Result

The researcher has interviewed the 4 keys informants in the Ibis Hotel's logistics, to analyse the process of logistics management in the Ibis Hotel Manado.

**Informant 1**

The first informant is the Financial Controller of Ibis Hotel Manado. He has been working for 4,5 years in the Ibis Hotel Manado. As a financial controller, he is very closely related to meeting the needs of every hotel department for the continuity of good service. The Relationship between Ibis Hotel Manado with vendors/suppliers so far is good. But especially for Indonesia, there is no specific provision related to transportation. In this case, it is not a problem of traffic jams or not, but transportation that carries food is by following the standard or not. The area of the city of Manado is still not according to standard. The average in Indonesia is also not standard because in principle vegetable material must use refrigerated car transportation. Average vendors/suppliers are farmers or small entrepreneurs.

**Informant 2**

The second informant is the Purchasing of Ibis Hotel Manado. He has been working for 4 years in the Ibis Hotel Manado. He began to explain how the flow from the ordering process to the storage of goods or the storage process at the ibis Manado hotel. He briefly explained the process of ordering goods carried out by purchasing. The process of ordering goods is the User Department that requires the goods to make a Purchase Requisition (PR). The Purchase Requisition must be approved by the Department Head, then submitted to the Purchasing. Purchasing will look for suppliers according to the criteria. After disapproving by Purchasing, purchasing makes a Purchase Order (PO) which must be approved by the Financial Controller and General Manager. After approval, the ordering process begins. The ordering process is by following the procedure because the ordering process is carried out one day before usage so that suppliers have time to prepare orders as requested by the Ibis hotel.

**Informant 3**

The third informant is the Receiving and Storekeeper. He has been working for 4 years in the Ibis Hotel Manado. He is doing multiple job desk as the receiver and storekeeper. He explained how the goods were received at the Ibis hotel. The supplier takes the goods to the ibis hotel in the morning, the time of receipt of goods determined by the ibis hotel is 08.30 am. After the goods arrive from the supplier, the recipient receives and checks the purchase order, the market list that has been disrupted, checks whether it is in accordance between the purchase order and the item received or not. If there are goods that are excess or not in accordance with the order, automatically returned directly to the supplier. If there is an item lacking, then the supplier must add and make it according to the amount based on the order. He is also served as a storekeeper. The flow of goods released from the store, ie the User makes a Store Requisition (SR), must be approved by the department head and given to the storekeeper. Storekeepers collect Store Requisition (SR) from department users at the same time. SR entry time is 11:30 and the item release time is 14.00-15.00. The pick-up schedule for general items is Monday, Wednesday, and Friday. Especially for food and beverages, taking every day except Saturday and Sunday.

**Informant 4**

The fourth informant is the Supplier. UD. Sukanda Jaya is one of the suppliers in the Ibis Hotel Manado. UD. Sukanda Jaya supplies the raw materials of foods, beverages and fish. The order processing of goods between Ibis Hotel Manado and UD. Sukanda Jaya through the receipt of purchase order which given by Ibis Hotel Manado. Also the order processing can take through email, by phone because the period of contract is around one month. UD.Sukanda Jaya needed just a day to prepare the goods, and then the goods will sent to Ibis Hotel Manado by the transportation using cool box or using refrigerator to maintain the quality of the products and also to reach the standards that requested by Ibis Hotel Manado. The factor that influence the delivery process is the transportation. The delivery process using car from UD. Sukanda Jaya completed with the refrigerator and the other standard and protocol. UD.Sukanda Jaya always very responsible about the compliment from the customer, in this case is Ibis Hotel Manado. For the example, the goods / raw materials is less or broken, automatically their return the goods and then we change it with another goods. UD.Sukanda Jaya is always make a good relationship to their customer because they believe with the good relationship, the business could running very well because of good communication, kindness. The cooperation between UD.Sukanda Jaya and Ibis Hotel Manado is using the contract. So far, there are no problems if the communication and the trust, running well.

**Discussion**

Based on the results of the evaluation the researchers did activities in the process logistics management happened at Ibis Hotel Manado in line with the theory stated by Mulyadi (2007: 711), activities in the process of logistics management which are order processing, inventory management, transportation, warehousing, material

handling and packaging, facility network design and the actors are financial controller, purchasing, receiving and storekeeper.

Based on the results interviews that the authors do with receiving, the staff said that was a problem in the buying process occurs due to lack discipline when making the Purchase Request form that has been determined, lack of coordination and communication among users and the purchasing department as well as the suppliers, the lack supplier knowledge of the goods ordered by the logistics division of Ibis Hotel Manado, as well as goods ordered out of season and must be imported. The thing is hampers the process of logistics management. Inhibits equating perception and knowledge so that it will reduce the occurrence of miscommunication and errors in the deliver the goods. The following is the invoice data that arrive are not on time and do not match Purchase Order (PO).

Based on the results of the evaluation conducted by the parties of Ibis Hotel Manado, every problem happened the industry did its morning briefing done every morning. Any problems that occur will be on follow up by the manager to the General Manager then done a solution for the problem. On the logistics division, if there is a problem then it will be following up from the receiving to the supervisor then follow up again to the purchasing manager. If the problem cannot be solved by purchasing, then it will be following up to the financial controller and done completion. And if it's a problem continues and cannot be handled by logistics division, followed up the problem in the morning briefing and completion by the General Manager. To facilitate the flow of goods from the suppliers to the customer, one important factor in choosing precisely the distribution channels used in order efforts to distribute goods from the suppliers to the customers.

The existing direct distribution channel at the Ibis Hotel Manado is done by the receiving. The receiving will inform the storekeeper and related departments (user) for incoming items. Distribution channels are not immediately happened because the goods came from the supplier not sent directly to the user, but through the warehouse / general store first. Problems encountered in distribution channels goods at the Ibis Hotel Manado is when the supplier is late in sending the goods so that the distribution is hampered, this happens because of the coordination not good among users, the purchasing department, the receipt of goods with suppliers. Therefore, even though it is improved again coordination between purchasing and suppliers. Because with coordination we can get the right information from the supplier and give it to the user. One goal and the benefits of coordination are: preventing conflict internal and external organizations that are counterproductive (Handoko, 2009).

### **Order Processing**

According to the results, the informant answer that order processing is the main key of logistics activities. Department user making Purchase Requisition (PR) and it should be approved by the Head of Department. After receiving the approval from Head of department, user gives it to the purchasing and purchasing will make the Purchase Order (PO). Purchasing found out the suppliers, the purchase order also should be approved by General Manager and Financial Controller. The proses of ordering process depends on purchasing itself. Ordering process, as like the informants 1 and informants 2 said that if the purchasing is in a good cycle, then the whole process for service sector especially Ibis Hotel, will increasingly their cost. It proves by the research by Lidija Pulevska (2016) Procurement technology plays a vital role in the hotel business, because hotels usually purchase a large quantity of supplies for maintaining daily operations and quality.

### **Inventory Management**

According to the result, inventory management in the Ibis Hotel Manado is good enough. Ibis hotel following the guidelines from Accor Hotels Management, Ibis hotel as operator. Many guidelines should be implementing just like it proves by the research by Lidija Pulevska (2016) Procurement technology plays a vital role in the hotel business, because hotels usually purchase a large quantity of supplies for maintaining daily operations and quality.

### **Transportation**

Transportation is the operational area of the logistics of the Ibis Hotel Manado hotel that moves and places the goods from suppliers to the ibis Manado hotel and from the Ibis Hotel Manado to the department user using a vehicle driven by humans or machines. Transportation is important and costs money so transportation requires managerial attention. Physical movements of inventory from one place

to another uses various type of carriers, cost of delivery. Transportation is the operational area of logistics that geographically moves and positions inventory.

### **Warehousing, Material Handling and Packaging.**

Ibis Hotel Manado has 8 types of material storage, namely Dry Good Store, Beverage Store, General Store, Commissary Kitchen, Butcher, Daily Store, Pastry Kitchen, Chemical Store. The types of stores are:

1. Dry Good Store, which is a storage place for dry food ingredients such as rice, sugar, ground coffee, tea, flour. The Dry Good Store has a chiller room that aims to store food ingredients that require low temperatures so they don't spoil.
2. Beverage Store, which is a storage area for various drinks needed by each department in the hotel, such as mineral water, beer, wine. The beverage store itself has a chiller room that has a low temperature that stores drink such as wine, which aims to maintain the taste quality of the drink.
3. Chemical Store, storage for various chemicals for cleaning the hotel area.
4. General Store, namely storage in the form of stationery such as pens, glue, paper. And store pastry needs such as plastic cakes, aluminium foil, candles. Apart from that, the General Store stores the necessities needed by the Engineering department such as paint, thinner, brush.
5. Commissary Kitchen, which is a storage area for various kinds of fruits and vegetables needed by the Restaurant. The commissary kitchen has a chiller room to store fruit and vegetables so they are always fresh.
6. Butcher, which is a storage area for all types of meat and poultry for restaurant purposes. Butcher has chiller and frozen rooms where meat has to be very low temperature to freeze.
7. Daily Store, which is a place to store goods that are fast-moving (items that run out quickly) such as milk, butter, eggs. The Daily Store itself has a chiller room to keep milk fresh.
8. Pastry Kitchen, which is a place to store ingredients for pastry needs, besides that, it also stores ready-made cakes and is ready to be sent to the Restaurant.

### **Facility Network Design**

The facility network design of the Ibis Hotel Manado which is connected between facilities and department users. In the Ibis Hotel Manado, there are various kinds of facility network design areas needed by all departments in the hotel to maintain the inventory. The procedure of facility network design in the Ibis Hotel Manado are:

1. See the quality of goods that enter the Store. The expiration period of the material, the number of items that enter must match what was ordered, see if the packaging is damaged or not in the food and beverage ingredients.
2. After the goods arrive, do the FIFO (First in First Out) process, that is, try to put the items that have just arrived at the back during arrangement so that there is no expiration process for food and beverage ingredients.
3. After the FIFO (First in First Out) process, clean all the shelves where food and beverage ingredients are stored to maintain the quality of these food and beverage ingredients.

## **CONCLUSIONS AND RECOMMENDATIONS**

### **Conclusions**

1. The standard operating procedure carried out by the logistics division is good enough, the authors hope the order processing will be better to understand each other in communicate and carry out their respective duties to the user. As in making a Purchase Request (PR) is on time and there are no additional ones sudden. By carrying out their respective duties with the correct process will not hinder the process other work.
2. The five keys activities of logistics management must always coordinate with suppliers so there is no delay in goods, quantity different, unsuitable quality and absence delivery of goods. Purchase section and all the department must be disciplined in terms of time and tasks respectively so that all processes can run on time.
3. Evaluation in the process of logistics management by the purchasing department is quite good and by following the existing standard operating procedure. The writer hopes for a faster follow up from the user against the purchase so that when there is an event suddenly the purchasing department immediately made a decision quickly and precisely.

### Recommendations

1. For the Logistics management in the Ibis Hotel, it is better if the purchasing and financial controller parts do not reduce the amount of goods ordered by the storekeeper, because due to the reduction, almost every end of the month there is a stock of materials for the kitchen in the warehouse and continue to establish good cooperative relationships with each supplier. The process of ordering and shipping goods can work well.
2. For the government, it is also crucial for the government for hospitality industry by help them in finding the channels of suppliers that related with their business. The government also hopefully can help provide the needs of raw materials in certain situations where the price of raw material suddenly increase or the stock of the raw material become scarce due to particular reasons.
3. For the university, current research hopefully can give the students, lecturers and other parties in university knowledge and additional information regarding with the logistic management in the Ibis hotel Manado and also to enhance the theories about logistic management and its aspects.
4. For the next researcher, it is recommended to conduct research about logistics management especially for those that passion on business, operations and production also included on the hospitality industry.

### REFERENCES

- Anjelina., and Amri, M. (2016). Acceptance Procedure and Storage of Goods Inventory at Swiss-Belhotel Harbour Bay Batam. *Journal of Applied Accounting and Taxation*. Vol. 1, No. 2, pp. 1-8. <https://doi.org/10.5281/zenodo.1307256>. Accessed on June, 17<sup>th</sup> 2019.
- Bougie., and Sekaran. (2013). *Research Methods for Business: A skill Building Approach*. John Wiley and Sons, New York.
- Bowersox, D. J., Vloss, D.J., Cooper, M.B. (2013). *Supply Chain Logistics Management*. International Edition, New York
- Burns., and Grove. (2003). *Descriptive Research. Article*. New York.
- Chernodon, O., and Popova, Y. (2017). Logistic Approach to the Hospitality Company's Management, as Competitiveness Improvement Factor. *Journal Cultural Heritage & Tourist Territory*. Vol. 1, No.1, pp. 6-14. t: <https://www.researchgate.net/publication/326752719>. Accessed on September, 3<sup>rd</sup> 2019.
- Creswell, J. W., and Miller, D. L. (2000). Determining Validity In Qualitative Inquiry: Theory into Practice. *International Journal of Qualitative Methods*. Vol. 39, pp. 124-130. <https://journals.sagepub.com/doi/pdf/10.1177/1609406915621406>. Accessed on July, 2<sup>nd</sup> 2019.
- Degirmenci, T. I., Ismail, K., Ozdemir, A.O. (2017). Cold Chain Logistics For Frozen Food At Tourism Destinations. *Journal of Management, Marketing and Logistics (JMML)*, Vol. 4, No. 2, pp.159-167. <http://doi.org/10.17261/Pressacademia.2017.460>. Accessed on September, 9<sup>th</sup> 2020.
- Kasengkang, R. A., Nangoy, S., Sumarauw, J. (2016). Logistics Analysis: Case Study at PT. Remenia Satori Tepas-Manado. *Journal Berkala Ilmiah Efisiensi*. Vol. 16, No. 1, pp. 750-759. <https://ejournal.unsrat.ac.id/index.php/jbie/article/view/11801/11394>. Accessed on Oct, 1<sup>st</sup> 2019.
- Kerap, S. K. R., Pangemanan, S. S., Tumiwa, J. (2017). Analysing Logistic Management Of Culinary Small And Medium Enterprises In Manado. *Journal EMBA*. Vol. 5, No. 2, pp. 2569-2578. <https://ejournal.unsrat.ac.id/index.php/emba/article/view/16740/16256>. Accessed on Oct, 4<sup>th</sup> 2019.
- Punch, K. F. (1998). *Introduction to Social Research: Quantitative and Qualitative Approaches*. Thousand Oaks, CA.
- Sekaran, U. and Bougi, R. (2010). *Research Methods for Business: A Skill Building Approach*. Fifth Edition, UK.

2010. *Metode Penelitian Pendidikan Pendekatan Kuantitatif, kualitatif, dan R&D*. Alfabeta, Bandung.

2012. *Memahami penelitian kualitatif*. Alfabeta, Bandung.

