



**RISK MANAGEMENT DURING THE
IMPLEMENTATION GRAND BALLROOM CARPET
CHANGING PROJECT: A CASE STUDY OF FOUR
SEASONS HOTEL JAKARTA**

UNDERGRADUATE FINAL PROJECT

**Submitted as one of the requirements to obtain
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MANAGEMENT RISK DURING THE IMPLEMENTATION GRAND BALLROOM CARPET CHANGING PROJECT: A CASE STUDY OF FOUR SEASONS HOTEL JAKARTA

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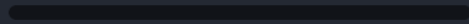
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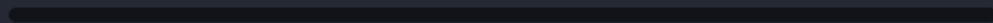
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ABSTRACT

Purpose

This research aims to analyze the risk that occurred when the Grand Ballroom carpet changing project was held on sales banquet revenue in ten days (16 - 20 December 2022 and 29 December 2022 - 02 January 2023).

Design/methodology/approach

This research was adopted using the descriptive qualitative case study method by applying techniques through direct observation, interviews, and documentation collected from the parties involved in this case study.

Findings

The analysis of this study case mentions that five risks are identified, divided into three types of risk: three operational risks, one financial risk, and one communication risk. For each risk already identified, there are four risks with a high level and be a priority to control and give solutions or make a new plan for these risks, and one medium level of risks that should be controlled and given solutions.

Originality/value

The author believes this is the first study that finds linkages between the risk management process and solutions to the problem of the implementation of the Carpet Changing Project at the Ballroom of the Four Seasons Hotel Jakarta.

Keywords: *Hotel, Sales, Banquet, Schedule, Revenue, Budget, Grand Ballroom, Four Seasons Hotel Jakarta*

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