

Optimizing purchasing procedures for procurement at serenity spa and salon of hotel LMB

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Abstract - This study investigates the purchasing procedures for the procurement of goods required by Serenity Spa and Salon at Hotel LMB. The research aims to identify inefficiencies and suggest improvements for a more streamlined process. Data was collected through a combination of qualitative interviews, observation, and document study with key personnel and quantitative analysis of procurement records over the past year. The findings highlight several areas where current practices fall short, particularly in supplier selection and inventory management. Recommendations include adopting a more rigorous supplier evaluation framework and implementing an automated inventory tracking system. These changes are expected to enhance operational efficiency, reduce costs, and ensure timely availability of high-quality products. The study concludes with a discussion of the potential impact on overall service quality at Serenity Spa and Salon.

Keywords: inventory management; purchasing procedures; procurement; spa and salon management; supplier evaluation

I. INTRODUCTION

Hotels are accommodation facilities that play an important role in providing services to meet tourists' needs while on holiday, such as accommodation, restaurants and other services. Accommodation readiness must really be considered in order to meet tourists' needs so that it will create a sense of satisfaction with the facilities and services received by tourists. Looking at the current development of tourism in Bali, more and more accommodation facilities are available and the competition is getting tougher. So, a number of accommodation facilities are competing to win the market in various ways such as improving the quality of service and excellence, one of which is a hotel that has a unique staying concept and combines the natural and cultural beauty of Bali, namely the LMBJ Hotel.

Hotel functions must be carried out optimally, so LMBJ is supported by various departments, each of which has a function and role in hotel operations. And all departments work together and have an important role so that hotel operational activities run smoothly. In general, the departments at the LMBJ Hotel include the following: Front Office Department, Food and

Beverage Department, Culinary Department, Housekeeping Department, Sales and Marketing Department, Human Resources Department, Engineering Department, Lost and Prevention Department, and Finance Department.

One of the departments at LMBJ is the Finance Department, which is a department that plays an important role in supporting hotel operations and is responsible for financial matters. As for the parts of *Finance Department* is *Dir. Of Finance, Chief Accountant, Asst. Purchasing Manager, Purchasing Coordinator, General Cashier, Income Audit, and Account Payable*.

In the hotel industry, the purchasing department is important in the implementation of the goods procurement process. The purchasing department in a hotel is often referred to as "Purchasing". All series of purchases at the hotel start from the purchasing process because this section is responsible for providing the goods needed for all departments including Serenity SPA and Salon LMBJ.

In an effort to improve the quality of service and its excellence so that it can optimize income from sales of various spa and salon treatments, a procedure is needed as a guideline in increasing the effectiveness and efficiency of carrying out the duties and responsibilities of LMB J. Hotel employees in procuring goods at Serenity SPA and Salon. Having procedures in a company will really help employee performance in carrying out their duties. When existing procedures in a company are carried out well by all elements of the company, it will really help the company to achieve the expected goals.

In its application, at first glance the Purchasing function looks simple, but in reality there are certain things that must be paid attention to, especially those related to the characteristics of the goods needed. Therefore, Purchasing Management is important to implement in a hotel. Things that must be considered include the quantity and quality of goods, while price and delivery time are the most important keys in making a purchase.

The LMB J. collaboration procedure in procuring goods at Serenity SPA and Salon cannot currently be said to be a perfect procedure because there are still many problems that occur in the purchasing procedure at the LMB J. Hotel, some of the problems experienced by purchasing in procuring goods include: (1) Goods ordered from the department are often late; (2) Other departments often request goods suddenly from the purchasing department. For example, when purchasing oil massage and panties, there is often a delay when the goods should arrive within three days and the goods are delayed by more than three days from the time of ordering and there are often sudden purchases of goods because of the guests' wishes, such as purchasing nail polish, face masks and so on. The frequent occurrence of these problems can disrupt the running of SPA and Salon operations. This is of course detrimental for the company, because operations will become hampered.

According to Fadhillah and Harmain (2023; Nurfakih et al, 2024; Bendesa et al, 2023) purchasing is an important function in the successful operation of a company. This function is charged with the responsibility to obtain the quantity and quality of materials available when needed at prices in accordance with the prevailing prices. Supervision needs to be carried out regarding the implementation of this function, because purchasing involves investing funds in inventory and the smooth flow of materials into the factory.

Meanwhile, Abrian and Padang (2020) argue that purchasing is "everyday procurement of goods". Basically, the purchasing function is to provide the goods and services needed by the company at the right time, price and quality. And to reach the purchasing stage, of course there are a series of processes that occur behind before arriving at the purchasing process, such as basic production needs which have previously been estimated by the production department.

Anshari et al (2022) explain that purchasing is "an important process and plays a big role in the smooth running of organizational or company processes". Purchasing is an effort carried out to procure goods needed by the company. This purchasing activity is one of the basic functions of a company, because a company will not be able to operate properly without managing purchases correctly and in accordance with procedures. These purchases arise due to demand to be produced to produce an output to earn a profit.

Anas et al (2020) state that in the purchasing department there is a system or method of purchasing goods at a hotel, namely (1) The daily/monthly system, namely the daily or monthly system, means that the hotel can freely purchase the goods it needs from several suppliers or from nearby convenience stores/supermarkets. (2) Cash and Carry purchasing system.

Purchases are made using cash available from the purchasing department itself, which is not too much (petty cash). Usually used to buy items needed for hotel operations, especially salon or spa products which are often requested suddenly. (3) Standing Orders: Standing orders are one way of purchasing salon and spa products supplied by certain suppliers. Such as massage oil, scrub, bath salt, shampoo, conditioner etc.

According to Nugraha et al (2023), the documents used in purchasing procedures or procurement of goods are as follows. (1) Purchase request document, a form written by the head of the section that requires goods in the warehouse or inventory subsidiary book section whose contents request the purchasing department to purchase goods or services as stated in the form. (2) Price offer document, Form created by the purchasing department to request a price list from the seller. (3) Purchase order documents. Purchase orders are created by the purchasing department and sent to the seller of the goods. This document contains a request to the seller to deliver certain goods or services. (4) Goods receipt report. The goods receipt report is a document created by the reception department to show the goods received. (5) Invoice approval document. Document created by the purchasing department to show that the price, multiplication, sum in the invoice are correct and the goods received are as ordered.

Based on the results of observations, interviews and document studies, LMB J. requires a good procedure for procuring goods needed for Serenity SPA and Salon. So that the series of collaboration procedures is clear and can facilitate the collaboration process between departments. So, the author is interested in conducting research "Purchasing Procedures in Procuring Goods Needed by Serenity SPA and Salon at the LMB J. Hotel".

Based on the background of the problem stated above, the problem formulation in this research is as follows. (1) What is the Purchasing Procedure in Procuring Goods Needed by Serenity SPA and Salon at LMB J.? (2) What are the obstacles faced in the Purchasing Procedure in Procuring Goods Needed for Serenity SPA and Salon at the LMB J. Hotel?

Based on the problem formulation stated above, the objectives of the research are (1) to analyze the Purchasing Procedure in Procuring Goods Needed by Serenity SPA and Salon at LMB J.. (2) to analyze the obstacles faced in the Purchasing Procedure in Procuring Goods Needed for Serenity SPA and Salon at the LMB J. Hotel.

II. METHOD

2.1 Data Collection Techniques

This research was conducted at the LMBJ Hotel. The object of research in this research is the Purchasing Procedure in Procurement of Goods.

Observation: In this case the author made direct observations or observations for 6 months starting from 1 August 2023 – 31 January 2024 which were carried out at the LMBJ Hotel in the purchasing section. Observations were carried out to determine the purchasing procedure in procuring goods needed for Serenity SPA and salon at LMBJ and to obtain the data needed in this research.

Interview: what the researcher chose was a free guided interview. The purpose of this interview is to obtain information relevant to the research.

Document Study: is a method used to obtain data and information in the form of books, archives, documents, written numbers and images in the form of reports and information that can support research. Data collection carried out by researchers was activities regarding Purchasing Procedures in procuring goods needed for Serenity SPA and Salon at the LMBJ Hotel.

2.2 Data Analysis

The data analysis method used in this research is a qualitative descriptive analysis technique. The qualitative data analysis technique according to Syahza and Riau (2021) is inductive, namely an analysis based on the data obtained, then a certain relationship pattern or hypothesis is

developed, then based on this hypothesis the data is searched again and again until it can be concluded whether the hypothesis is can be accepted or rejected. Through this method, it describes events that occurred in the field and is supported by theories that are related to the problem discussed, namely regarding Purchasing Procedures in Procuring Goods Needed by Serenity SPA and Salon at the LMBJ Hotel. This is done through observation, interviews and documentation activities.

3. RESULTS AND DISCUSSION

3.1 Company Policy

LMBJ is a company operating in the hotel accommodation sector. LMBJ's business sector is hotel accommodation which operates in the field of rental services and food and beverage providers as well as equipment facilities such as lobby (HUB), rooms, restaurants, swimming pools, SPA and salon, fitness center, kids club and other entertainment. To make it easier for businesses to provide good service, the company adopted a policy in procedures for handling procurement of goods, namely as follows.

The purchasing department is the part that functions to purchase goods needed by the company. Purchases are only based on requests from departments that require goods that have received approval from the General Manager and Finance Director. In making purchases, the company has ensured and determined that all products purchased comply with the specified requirements. The purchasing department makes purchases and orders for goods by contacting suppliers who have made previous agreements and negotiations.

Apart from that, the purchasing department also selects suppliers to consider quality, product quality and price. Next, the purchasing department must compare the prices of at least three suppliers who provide the lowest prices with the quality of goods whose quality is as good as other suppliers. The purchasing department will receive purchase requests (PR) from departments that require or require goods and will be processed by selecting the specified supplier. After processing, the purchasing department places an order for goods via WhatsApp, or creates a goods order letter which is better known as "purchase order" (PO) which is sent via electronic mail (email).

Every item purchased by the company will be received by the goods receiving department. When receiving goods, the receiving department must carry out a physical inspection of the goods received, both by counting and checking with the purchase order (PO). If there are goods that do not match the order or are damaged, the goods will be returned or replaced with new goods by the supplier. When sending goods, the supplier also includes an invoice or note for the goods. The receiving department is also tasked with checking the correctness of the price stated on the invoice or note. After that, the receiving department will provide a stamp or receiving stamp and sign the invoice or note before the goods are handed over to the department concerned.

The warehouse section is the section tasked with storing company goods. This section is also responsible for the release of goods from the warehouse where goods in the warehouse must be arranged and placed in a predetermined and prepared place. To monitor goods in the store, the warehouse keeps records on the goods stock card. The warehouse card shows the number of goods entered or purchased, the number of goods issued or used and the number of goods remaining in the warehouse. The recording in the warehouse stock card will be checked when a physical count of goods (inventory) is held every month by the warehouse (store) department.

Apart from being tasked with storing goods, the store department is also tasked with making purchase requests (PR) if the goods in the warehouse have shown a minimum quantity limit. The minimum amount of stock agreed upon in the store is adjusted to the company's operational needs because it depends on how fast or slow the use of each stock item is.

3.2 Data Analysis and Interpretation

The documents used in procuring goods are Purchase Request and Purchase Order. This Purchase Request is an internal form for the company which functions to record requests for purchasing goods to the purchasing department. Purchase Requests are made in duplicate for

payment processing and for Finance department archives. Purchase Order (PO) is a form created by the purchasing department and sent to suppliers via email to indicate the goods they will buy. A Purchase Order is also a contract that forms an agreement between the purchaser and the seller regarding the costs to be purchased. Purchase Order (PO) is made in duplicate (2) for the payment process and for the Finance department archives.

The steps in the goods procurement procedure are as follows. When the amount of inventory in the warehouse has reached the minimum limit and the departments in the hotel require goods, the departments concerned such as the SPA, Food & Beverage, Kitchen, HRD, Sales & Marketing, Front Office, Engineering and Finance departments will order the items needed via the Marriot Global Souch (MGS) Web and after logging in to Marriot Global Souch (MGS) you will continue by selecting the hotshop menu, the hotshop menu already contains a list of items needed by all departments. After submitting a request to purchase goods needed by the department, the goods will automatically enter the system and the purchasing section. Next, the Purchase Request will be signed by the Finance Director and General Manager as approval for ordering goods.

Based on the purchase request that has been received and approved by the Finance Director and General Manager, the purchasing department will order and look for suppliers. The purchasing department will select and look for suppliers who offer the lowest prices for goods that are not available from regular suppliers. Suppliers remain suppliers who already have a contract or agreement with the hotel under the supervision of the Finance director. If the required goods are already at the permanent supplier, the purchasing department will contact the supplier directly.

(a) After finding the right supplier, the purchase request will be made into a purchase order (PO). Purchase orders that have been made by the purchasing department will be re-signed by the Assistant Purchasing Manager, Director of Finance, and General Manager. The next process is that the Purchase Order is sent to the previously determined supplier via email. A Purchase Order functions to ask the supplier to send a number of goods required by the company based on the Purchase Request that has been submitted previously.

(b) Goods that have been sent by the supplier are received by the receiving department. The quantity and quality of the goods received will be checked first according to the Purchase Order and invoice or note from the supplier. Goods that have been checked by the receiving department are in accordance with the order and the quantity is correct, then the invoice or note will be given a receiving stamp and signed by the purchasing department as proof that the goods sent by the supplier have been received.

(c) After the goods have been checked and are in accordance with the order, the purchasing department will make a daily receiving report. This goods receipt report is a report made to record goods that have been received and these goods will be submitted to the department that ordered the goods. And this Daily Receiving Report will be archived by the purchasing department.

Procedures for procurement of goods at the LMB J. hotel, here the researchers explain the flowchart as follows.

(a) Starting with the department in the hotel that wants to order an item, if you want to order an item from the purchasing department, for example: SPA, Housekeeping, Front Office, Kitchen, FB Service, and others.

(b) The admin from one of the departments will order goods via the company website, namely Marriot Global Souch (MGS), then after entering the website, they will continue by selecting the Hotshop menu, the hotshop menu contains all the goods from all departments.

(c) After selecting the goods and ordering the ordered and required goods, a soft copy will appear in the form of a purchase request (PR).

(d) Next, the purchase request (PR) will be approved by the Director of Finance and General Manager, when the Director of Finance and General Manager have approved the purchase request (PR), it will then be signed.

(e) The purchasing department will determine suppliers according to the department's needs and ask for offers, price negotiations and the supplier's ability to handle the goods ordered by purchasing. If the price does not match or the supplier's goods are empty then you have to look for another supplier.

(f) If the purchasing department has found a suitable supplier and it is suitable, the purchasing department will create a Purchase Order (PO) after that, ask for approval from the General Manager and Director of Finance whether it matches the price and goods ordered by the purchasing department.

(g) Then the purchasing department will send the signed purchase order (PO) to the supplier. The purchasing department will send it via email and once received by the supplier they will confirm.

(h) If the goods have arrived, the goods will be received by the receiving party along with the purchase order and note. After that, the receiving party will check the quality, quantity and price of the goods. If the quality is not good and the quantity is too high, you can return it to the supplier or if the price is not appropriate, we can complain to the party. supplier and if the goods have complete quality, quantity and price, the goods will be received.

(i) Goods that have been received will be informed to the department that ordered the goods that the goods ordered have arrived and are suitable

(j) When the goods that have been ordered have not been picked up by one of the departments, the goods will be stored by the store department and placed in their respective places so that they are easy to find.

(k) After the goods are received by the ordering department, the receiving party will make a goods receipt report, namely the daily revenue report (DRR) and notes, invoices, POs and PR will be archived by the purchasing department.

3.3 Obstacles and How to overcome

The problem faced by the purchasing department at the LMB J hotel is that the department wants to speed up ordering goods, so the purchasing party places an order for goods before the purchase order (PO) has been processed by the General Manager and Director of Finance.

The obstacle faced by purchasing is when the department orders goods suddenly. Like the SPA and Salon department which orders goods when a guest requests the desired product.

When the purchasing department has ordered an item from the supplier, sometimes errors or price differences occur between the invoice, note and the purchase order made by the purchasing department.

How to Overcome Obstacles that Arise in Purchasing Procedures in Procuring Goods for Serenity SPA and Salon at the LMB J Hotel.

If the purchasing department wants to place an order, it is better to wait until the purchase order (PO) has been approved by the General Manager and Director of Finance and if the purchase order has not been completed, it is better to postpone the order first so that there are no errors when ordering both in terms of quantity and price of goods. .

Departments that require goods should stock items that are most frequently requested by guests, such as green tea massage scrubs, nail color which is the best seller nowadays and so on. So that purchasing parties are not overwhelmed or have difficulty finding goods suddenly ordered by the department, therefore the purchasing department in procuring goods requires good planning.

When ordering goods, it is best for the purchasing department and the supplier to agree on the price in advance which has been determined by the supplier. When the goods arrive, the purchasing party is not confused about checking the price on the note and purchase order (PO), therefore there needs to be an agreement from both parties. party.

IV. CONCLUSIONS AND SUGGESTIONS

4.1 Conclusion

Based on the description and discussion regarding goods procurement procedures at the Le Meriden Bali Jimbaran Hotel, it can be concluded as follows.

In the goods procurement procedures, the purchasing department plays a bridging role between the hotel and the goods suppliers, and is fully responsible for the goods procurement procedures at the hotel. The purchasing department will look for several suitable suppliers according to the criteria for the goods ordered and then the purchasing department will make a purchase order (PO) which has been approved by the General Manager and Director of Financ.

In providing goods at the LMB J Hotel, the purchasing department is responsible for the entire process of procuring goods at the hotel. After the purchasing process runs smoothly, and is received by the purchasing department, it will then be handed over to the department that ordered and if it has not been collected by that department, the goods will be stored in the goods store.

Based on the analysis the above, it can be concluded that the purchasing department at the LMB J. Hotel has carried out its role appropriately according to the established standard operational procedures (SOP), starting from the goods order system until the goods arrive.

4.2 Suggestion

From the results of the discussion above, the author can provide the following suggestions. The Purchasing Department (a) Must be careful in carrying out his duties, and must follow applicable rules and comply with standard operating procedures (SOP), so that the process of providing goods or procuring goods for all departments is not disrupted. (b) Must be able to tell other departments to get used to buying goods not suddenly (c) Must be able to provide information required by other departments about their ordered goods.

The SPA and Salon department must be able to follow the Standard Operating Procedure (SOP) from purchasing, namely ordering necessary goods no later than 16.00, so that suddenly needed goods that are needed for the next day can still be searched for and ordered from suppliers or elsewhere.

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