



company  
profile

PT Aero Wisata

Aerowisata Building  
Jl. Prajurit KKO Usman & Harun No.32  
Jakarta 10410  
Tel : (62 21) 231-0002  
Fax : (62 21) 231-0003  
[www.aerowisata.com](http://www.aerowisata.com)  
[info@aerowisata.com](mailto:info@aerowisata.com)





## Overview

*Aerowisata  
is a member of  
Garuda Indonesia  
Group engaging in  
the national  
hospitality  
industry.*

Aerowisata is a member of Garuda Indonesia Group engaging in the national hospitality industry. The Company was established in Jakarta on June 30, 1973, with an objective to develop business in Tourism Service sector.

Over the years, Aerowisata continuously upholds commitment to providing integrated services in hospitality service on the basis of cordiality and friendliness principles.

Aerowisata has enjoyed a healthy business growth and built a strong presence in the Indonesian market through its five line of businesses:

Aerowisata Foodservice,  
Aerowisata Hotels,  
Aerowisata Travel,  
Aerowisata Transportation,  
and Aerowisata Logistics



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## VISION

To become world class hospitality corporation with Indonesian authenticity by 2020



## MISSION

To act as a holding company in managing food, hotel, travel, and transportation business, with high performance standards through qualified human capital and process to deliver optimum values to all the stakeholders.



## CORE VALUES

INTEGRITY

PROFESSIONAL

SYNERGY

CARE FOR ENVIRONMENT





**Aerowisata Foodservice**  
Aerowisata Park  
Jl. Prof. DR. Soepomo No. 45 Tebet  
Jakarta 12810  
Tel. (62 21) 8370 5076  
Fax. (62 21) 8370 5012  
info@aerowisatafood.com

**Aerowisata Hotels**  
Aerowisata Building 1st Floor  
Jl. Prajurit KKO Usman dan Harun No. 32  
Jakarta 10410  
Tel. (62 21) 3453 3111  
info@aerowisatahotels.com

**Aerowisata Transportation**  
Aerotrans  
Jl. Husein Sastranegara No. 2, Tangerang 15124  
Tel. (62 21) 541 2275  
Fax. (62 21) 541 2276  
info@aerowisatatransport.com

**Aerowisata Travel**  
Gedung Garuda Indonesia  
Jl. Gunung Sahari Raya Kav. 52 Lt. 5  
Jakarta Pusat 10610  
Tel. (62 21) 422 4250  
Fax. (62 21) 422 4159  
info@aerowisatatravel.com

**Aerowisata Logistics**  
Aerowisata Park  
Jl. Prof. DR. Soepomo No.45  
Jakarta Selatan 12810  
Tel. (62 21) 837 02 563  
info@aerowisatalogistics.com



With a work-force of about 5,500 employees throughout Indonesia, all specially trained to meet the specific functions and requirement of in-flight catering and industrial catering services, Aerofood ACS is well poised to meet further challenges. We have achieved exciting growth over the years and achieved a business turnover of more than USD150 million. Our area of expertise is in Inflight Catering Services, Inflight Logistic, and Industrial Catering



With established business partners in the commercial airlines among them in the region provide us the opportunity to constantly challenge ourselves to provide the best in terms of product and services. With 9 service support centers throughout Indonesia, Aerofood ACS is geared to establish a much stronger presence in the Indonesia, honing its skill and expertise at every opportunity.



*For years, PT Aerofood Indonesia, through the brand of Aerofood ACS, has become the market leader that has specialization in the provision of Aviation Food Service and Industry in Indonesia.*





Serving to more than 40 commercial airlines we have been commended many times for our excellent handling of our In-Flight Catering Services and our wide selection quality & appetizing selection of local and international cuisine that has heightened many taste buds.



The in-flight meals are prepared daily from farm fresh produce and imported ingredient of the highest quality as well as wholesome food with high nutritious value – all this is to meet the varied taste and pleasure of our diverse customers. Food production and innovation are daily creations of the expert chef with professional kitchen support. All food production not only adhered strictly to international safety and hygiene codes but also meeting local halal requirements.



*Aerofood ACS In-Flight Catering Services provide about 80,000 meal sets per day to passengers travelling on various types of aircraft from ATR to the latest Boeing & Airbus jet liners on both domestic and international routes*



*The 5-star services include attentive action to meet any demands of our customers, security & safety requirements and on time delivery. Nothing is left to chance.*



Since its establishment in 2009, ISTS has grown into a business unit of its own recognition, operating from a different premise with its own management, procurement & distribution team and own warehouse space. Today IT is fully geared to continue to support Garuda Indonesia in all its fleet upgrading and expansion programs.



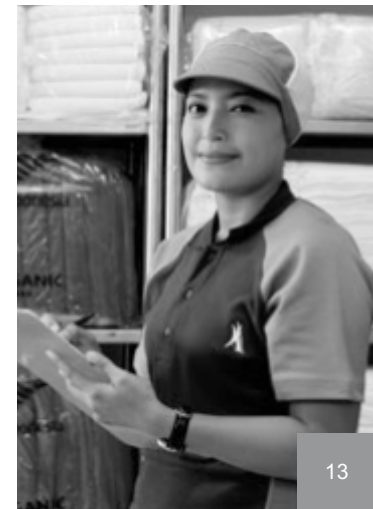
The Garuda First Class & Executive Lounges are exclusive lounges built for the discern Garuda Indonesia's passengers. It has an ambience of its own built with luxurious comfort of the passengers in mind; equipped with world class facilities like the latest IT tools with fast internet connections, deliciously prepared local and international cuisine & refreshment, private relaxation, entertainment & games, nursing, prayer and shower areas. A great place to relax or even conduct meetings while waiting for your flight.



# INFLIGHT LOGISTIC

*The In-flight Service Total Solution (ISTS) concept allows the company to provide high quality in-flight logistics management services in food equipment handling, cabin services & supplies, dry goods, beverages & reading materials distribution.*

All in-flight laundry needs are handled by ACS Laundry – both large & small volume from cleaning to drying and packing for usage any time of day. Apart from meeting Garuda Indonesia's and other international airlines' needs it also cater to the needs of some of the leading hotels and restaurants in Jakarta and Bali. ACS Laundry current operates in Jakarta and Bali handled more than 300 tons of materials each month. Putrefied, filtered and soft water are being used to ensure thorough cleaning as well as maximum protection of the materials.





We have the know-how and experience to handle any catering requirement in Indonesia. Today we serve more than 28 companies with employees numbering a few hundreds to the thousands and with offices far and wide throughout Indonesia. Our customer lists include companies in the oil, mining & gas and off shore industry, pharmaceutical industry, manufacturing industry as well as hospitals.

Aerofood ACS serves the catering needs of some of the biggest name in the mining, oil & gas companies in the world that are operating in Indonesia. Companies like Amoco, ConocoPhillips, HESS, Darma Henwa and SKKMIGAS have benefitted from our catering expertise. Our catering services also include housekeeping, maintenance and laundry services to off shore dormitories.



We have also worked with several renowned hospitals in Jakarta, either working in tandem with the hospital authorities or acting as consultant in helping them to plan & prepare nutritious meals for their patients. All food & beverage are prepared in accordance to the international safety & hygiene standards and local health requirements. Meals can be prescribed to meeting the individual requirement of the patient, serve hot and presented in accordance with the hospitals meals time table.

# INDUSTRIAL CATERING

*Aerofood ACS has made his name synonymous with premium catering service in the oil, mining and gas, town catering, as well as health care and wellness industry.*



Pool Villa Club Lombok



Aerowisata Hotels & Resorts has come a long way since building its first hotel back in 1974 in Sanur Beach Bali. We are a division under PT Aerowisata, a hospitality company and a subsidiary of PT Garuda Indonesia, adhering to international standards as it evolves into an Indonesian hotel chain that offers caring hospitality and generous services. The worldwide network and the substantial support from the group, particularly with PT Garuda Indonesia as the holding company of PT Aerowisata, further add to the strengths of Aerowisata Hotels & Resorts.



Asana Biak Papua

With over four decades of experience, Aerowisata Hotels & Resorts is a seasoned player in the hospitality business, providing comprehensive consultancy services. Prior to opening a property's door, the company can take care of everything to the smallest details with the highest standard. The success of a hotel or resort then relies on the day-to-day operations, where Aerowisata Hotels & Resorts encompasses every element, focusing specifically within the human resources and sales & marketing divisions.

When many local companies rebrand with the aim to be more familiar in the eyes of global market, Aerowisata Hotels & Resorts remains true to Indonesian culture and values. Along with the recent rebranding activities, the company offers a new service concept, "Authentic Indonesian Hospitality" that can be felt through the five senses.



*Reinventing Hotel Management with Authentic Indonesian Hospitality*



Pool Villa Club Bali

Sight comes through the warm greeting 'Salam Aerowisata' and the traditional elements spread from the uniforms to the hotels' interiors. The rich, relaxing Sound of traditional Indonesian history tell the history and culture of the place where they came from. Using signature unique 'Scent' of Green Bamboo from Sumatra, the tradition of using exotic flower petals and herbs to soothe the bodies is continued through aromatherapy and modern spa treatments. Rich culinary selections offer true Indonesian Taste that creates an everlasting memory. Body pillows, or also known as 'Dutch Wife', are placed in each room to give our guests that comfortable Touch during their stay.

The spirit of locality is carried throughout the properties. The company currently operates seven hotels and villas throughout Indonesia, divided into three categories; **Prama**, **Kila**, and **Asana**



Prama Sanur Beach Bali



Prama Grand Preanger Bandung

Hotels in Prama category aiming individual travelers as well as families, business leaders who want to attend Business Meetings and MICE. Reserved for guests who need a strategically located, luxurious facilities and environmentally friendly hotel. Those are: Prama Sanur Beach Bali and Prama Grand Preanger Bandung



*The word Prama means excellence, crowned by a shape that reflects the characteristics of the upscale brand*



Prama Grand Preanger Bandung

**Prama Grand Preanger Bandung**

82 Superior, 50 Deluxe, 5 Grand Deluxe, 20 Executive, 2 Asia Africa Suites, 22 Naripan Suites, Nakula/Sadewa Suite, 1 Pandawa Suite, 1 Malabar Suite, 1 Priangan Suite and 1 Garuda Presidential Suite

**Prama Sanur Beach Bali**

238 Superior, 80 Deluxe Garden, 40 Deluxe Seaview, 44 Club Room, 5 Club Suites, 6 Corner Suites, 12 Junior Suites and 2 unit Pool Villa Club



Kila Senggigi Beach Lombok



Kila Infinity 8 Bali

Market segmentation for Kila is for individual travelers as well as families and business people who will be attending business meetings / MICE. However, in addition of location and facilities, guests also still considering the competitive price offered by the hotel. Included in this category are the Kila Senggigi Beach Lombok and Kila Infinity 8 Bali.



*Carrying the meaning of bright and shining, Kila is heightened by a symbol inspired by the plumage of peacocks that shines in a naturally alluring way.*



Kila Senggigi Beach Lombok

**Kila Senggigi Beach Lombok**  
64 Garden, 40 Seaview, 26 Garden Bungalow, 18 Seaview Bungalow, 2 Deluxe Bungalow and 16 unit Pool Villa Club

**Kila Infinity 8 Bali**  
122 superior, 54 deluxe and 4 suite rooms



Asana Biak Papua



Asana Agung Putra Bali

Asana is very harmonious for hotel guests who stay one or two days only, so it does not require fancy and complete facilities. The hotel's location, cleanliness and affordability are key elements for guests in choosing accommodation in this category. Asana hotels scattered in various regions in Indonesia, namely Asana Kawanua Jakarta, Asana Biak Papua, Asana Agung Putra Bali, Asana Sincerity Dorm and 3 new establishment under Asana Brand are Asana Nevada Ketapang, Asana Grand Pangrango Bogor and Asana Puri Garden Semarang.



*Asana in short for Akrah (Cordial), Santun (Polite) and Mempesona (Enthralling). These qualities are summed up within a symbol that conveys an amicable, refined and charismatic persona imbued with sensitivity and gentleness.*



Asana Kawanua Jakarta

**Asana Biak Papua**

38 superior, 9 deluxe, and 1 suite

**Asana Agung Putra Bali**

33 superior, 51 deluxe, and 1 suite

**Asana Kawanua Jakarta**

20 superior, 51 deluxe, and 10 suite

**Asana Sincerity Dorm**

20 superior, 51 deluxe, and 10 suite

**Asana Nevada Ketapang**

79 superior, 5 deluxe, and 4 suite

**Asana Grand Pangrango Bogor**

71 standard, 20 deluxe, 4 junior standard and 2 suite



Aerowisata's travel and leisure business unit has built a reputation as the leading travel arrangement service provider in the country, with offerings extending from outbound and inbound tour packages, travel itinerary, religious pilgrimage including umrah and hajj



Our services are accredited by some of the most respected international and national organizations in the industry, including International IATA (Air Transport Association), PATA (Pacific Asia Travel Association), AFTA (Australian Federation of Travel Agents), JATA (Japan Association of Travel Agents) and ASITA (Association of the Indonesian Tours & Travel Agencies).



AeroMICE is known as a reliable and trustworthy event organizer, focusing to serve the needs of the burgeoning MICE (Meeting, Incentive, Convention and Exhibition) market. Under the Aerohajj brand, we offer a selection of Hajj and Umrah pilgrimage packages, which have garnered many positive reviews from our customers. In partnership with our parent company, Garuda Indonesia, we introduce Garuda Orient Holidays to be your first choice for our customers in Japan, Korea, and China to visit Indonesia and other destinations served by Garuda Indonesia. For the domestic travelers, we offer Garuda Indonesia Holidays, an inhouse package wholesaler of Garuda Indonesia

**TRAVEL**

*Aerowisata Travel & Leisure is committed to offer you high quality service that would bring more value added to your traveling needs. Because we believe that no place is too hard to discover and no destination is too far to reach.*



Established with passion and commitment to deliver a perfect quality of service, Aerowisata started its journey in 1973 as a one of supporting service for Garuda Indonesia, the national airline of Indonesia.

Our company deploys the latest sophisticated IT support and applications to manage end-to-end processes of travel management. The IT system provide seamless transaction flows for individual customers and corporate travellers, from product selections up to administration stages. As an experienced travel agent, Aerotravel is also an accredited member of IATA (International Air Transport Association) and ASITA (Association of the Indonesia Tours and Travel).



*PT Aero Globe Indonesia (AGI) is a subsidiary of PT Aerowisata and a proud member of Garuda Indonesia Group. AGI specialize in Travel and Leisure business. We have experienced in tour and travel industry for more than 40 years.*



Our distinguished product:

- Airline Ticket for Domestic & International
- Hotel Voucher for Domestic & International
- Customized Tour Package
- Corporate Incentive Program
- Travel Document Arrangement
- Airport Transfer & Handling



Aerohajj is one business unit of Aerowisata, subsidiary of Garuda Indonesia, engaged in the services of Hajj and Umrah. Aerohajj, formerly Satriavi Haji & Umrah, was established in 1987 and has an Umrah and Hajj license from the Ministry of Religious Affairs of the Republic of Indonesia.



Aerohajj was awarded the 1st Islamic Business and Company Award 2012 in the category of "The Best Service Excellent of the Year".



*As an excellent hajj and umrah operator, Aerohajj cater your pilgrimage journey with experienced and formal islamic scholar adviser*

- Umrah Reguler Package
- Umrah Exclusive Package
- Umrah Plus Package
- Hajj ONH Plus Package
- Visa Umrah





AeroMICE is a brand of PT Aero Globe Indonesia and is one of the subsidiaries of PT. Aerowisata which is a subsidiary of Garuda Indonesia. Established since 05 April 2010, as event organizer focusing in the field of Meeting Incentive Conference and Exhibition (MICE). AeroMICE is planning and conducting activities according to clients 'needs'. AeroMICE also wants to have the desire to become a consultant for strategic business partners.

Being an Event Organizer under the management of Garuda Indonesia Group, AeroMICE has the ultimate opportunity to handle its own event with its parent company as well as the wide range of their corporate clients both in Jakarta and across Indonesia as well as abroad.



*Landmark of a true professional Indonesian MICE Company*

Our Expertise:

- Planning and budgeting
- Determine the venue and location of the exhibition
- Budget efficiency
- Completion of events and exhibition productions
- Activities of exhibition activities





In partnership with our parent company, Garuda Indonesia, we introduce Garuda Orient Holidays to be your first choice for our customers in Japan, Korea, and China to visit Indonesia and other destinations served by Garuda Indonesia, with attractive choices of tour packages.



*Combine the best package features of Skytrax's Five Star Airline, Garuda Indonesia and customizable broad range of hotels, transfer, transportation, attractions, sightseeings and other life styles services in Bali and beyonds.*





Garuda Indonesia Holidays in the beginning is a transformation of Garuda Emerald Holidays, previously handled by a third party that offers various travel destinations in Indonesia by enriching its traditional and cultural side.



Now Garuda Indonesia Holidays have undergone a rejuvenation and refreshed its look, tone and manner. Tapping into the modern traveler segment, loyal passengers of Garuda Frequent Traveler and its positioning as Indonesia's national airline carrier.

**HOLIDAYS**  
Garuda Indonesia

*Integrated part of Garuda Indonesia, provide choices of business and vacation travel package for intra domestic and outbound Indonesia*



Garuda Indonesia Holidays is provided choices from business, vacation, hobbies and communities, adventure and ecotourism travel packages. New and exciting travel packages are available, catering to special interests, art & culture, sports, fashion and culinary, also in specific community interests.



Established with commitment to deliver a perfect quality of service, PT Aerotrans Services Indonesia is a well known by Aerotrans as its Brand. Aerotrans started its journey in 1988 under name PT Mandira Erajasa Wahana (MEW) as Aerowisata business unit. Mandiri Erajasa Wahana (MEW) provides services on tourism industry and corporate transportation business purposes and also as one of supporting of Garuda Indonesia the national airlines of Indonesia.



In responding to the complexities and challenges of transportation industry while addressing the needs and expectation of the customer, Aerotrans present to provide transportation service by providing more than 1500 fleets including buses (big, medium, mini, and micro), numerous four-wheeled commercial vehicle (van, boxed and pick up), ground support vehicle for aviation (hi-lift truck, low deck buses) as well as rented vehicle (sedan).

Our main goal is to deliver the best result to our customers with reliable and satisfaction guaranteed services come from various industries sectors, such as aviation, oil and gas industry, mining and banking who has different needs.



*Established with commitment to deliver a perfect quality of service*



- Our Services cater:
- Air Crew Transport
  - Ground Handling
  - Fleet Management System
  - Tourism Bus
  - Car Rental
  - Hauling



PT. Aerojasa Cargo is established in 2005, As in the beginning, the company focuses on air cargo for internal services of PT. Garuda Indonesia Group.

In accordance to long term programs of PT. Garuda Indonesia, Tbk to widen the services of PT. Aerojasa Cargo using "Aero Express" in 2010 as a brand to serve not only as internal utilities but also markets general.



### 34 Distribution Channel + 650 Remote Area

Ambon-Batam-Balikpapan-Bandung-Banjarmasin-Banda Aceh-Bengkulu-Cirebon-Denpasar-Gorontalo-Jakarta

Jambi-Jayapura-Kendar-Kupang-Lampung-Manado-Malang-Makasar-Madiun-Medan-Padang-Palangkaraya-Palu

Pangkal pinang-Palembang-Pekanbaru-Purwokerto-Samarinda-Semarang-Surabaya-Sorong-Solo-Ternate-Timika-Tasikmalaya-Yogyakarta



*Aero Express is a brand of PT. Aerojasa Cargo as one of the company in Aerowisata group that play important role in logistics service including door to door, port to port and cargo handling*



#### Our Services:

- Express Service
- Regular Service
- Warehouse Management & Distribution
- Project Logistics
- Tracking & Customer Service