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## CHAPTER II

### GENERAL DESCRIPTION

#### A. Hotel's Profile

##### 1. History

Universitas Multimedia Nusantara owns three dormitory buildings. This dormitory was built to fulfill the needs for students outside Jabodetabek area to live during their study in the campus. In the dormitory, students are expected to be independent and easy to adapt with campus life. Mrs. Evy Novita R, ST. serves as the manager of the dormitory while Mr. Andrey Andoko, M.Sc, the Vice Rector for General and Financial affairs holds the highest responsibility.




Figure 2.1. Dormitory UMN

##### 2. Facilities

As stated above, dormitory UMN has three buildings with 219 rooms. Building A is served for the male students while Building B & C are for the female students. Building A consists of 75 rooms, Building B consists of 57 rooms, and Building C consists of 87 rooms. Each room is furnished with spring beds, wardrobe, desk, chairs, and Air Conditioner (AC). Dormitory UMN also provides public facilities such as a resident lobby, pantry on each floor which has been furnished with a refrigerator, hi-cook, and microwave. Dormitory UMN also has a full 24-hour Wi-Fi which can be accessed from each student

room. There are two different types of rooms that the Dormitory UMN has. First, Single Room for one occupant and Double Room for two occupants. Dormitory UMN provides an integrated security system, cleaning service, stationery, canteen, dormitory lounge for group study, parking space for cars, motorcycles, and bikes.

Table 2.1. Rooms in Dormitory UMN

No.	Room Type	Description
1.	 <p data-bbox="402 947 721 978">Figure 2.2. Single Room</p>	<ul style="list-style-type: none"> <li>a. Size 3,8 x 4 meters</li> <li>b. Spring Bed, Pillow, Bolster, Wardrobe, Desk, Chair, Air Conditioner, Bathroom.</li> <li>c. Room Rate               <ul style="list-style-type: none"> <li>1. Men's Room Rp. 2.050.000, - (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Floor)</li> <li>2. Men's Room (Large) Rp. 2.500.000, - (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Floor)</li> <li>3. Men's Room (Bathroom Inside) Rp. 1.850.000, - (4<sup>th</sup> Floor)</li> <li>4. Men's Room (Bathroom Outside) Rp. 1.650.000, - (4<sup>th</sup> Floor)</li> <li>5. Men's Room (Large) (Bathroom Outside) Rp. 2.230.000, - (4<sup>th</sup> Floor)</li> <li>6. Women's Room Rp. 2.050.000, - (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Floor)</li> <li>7. Women's Room Rp. 1.850.000, - (4<sup>th</sup> Floor)</li> </ul> </li> </ul>










2.	 <p data-bbox="396 562 732 596">Figure 2.3. Double Room</p>	<p data-bbox="841 233 1110 260">a. Size 4 x 4 meters</p> <p data-bbox="841 285 1354 426">b. Spring Bed, Pillows, Bolsters, Wardrobes, Desks, Chairs, Air Conditioner, Bathroom.</p> <p data-bbox="841 451 1036 478">c. Room Rate</p> <ol data-bbox="889 504 1354 919" style="list-style-type: none"> <li data-bbox="889 504 1354 590">1. Men's Room Rp. 1.600.000, - (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Floor)</li> <li data-bbox="889 615 1354 701">2. Men's Room Rp. 1.350.000, - (4<sup>th</sup> Floor)</li> <li data-bbox="889 726 1354 812">3. Women's Room Rp. 1.600.000, - (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Floor)</li> <li data-bbox="889 837 1354 924">4. Women's Room Rp. 1.350.000, - (4<sup>th</sup> Floor)</li> </ol>
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Table 2.2. Facilities

No.	Dormitory UMN Facilities	Description
1.	 <p data-bbox="362 1570 768 1604">Figure 2.10. Dormitory Lounge</p>	<p data-bbox="846 1251 1235 1278">a. Location: Dormitory UMN</p> <p data-bbox="846 1304 1273 1381">b. Seating capacities: approx. 25 chairs</p> <p data-bbox="846 1407 1084 1434">c. Opening hours:</p> <ol data-bbox="889 1459 1312 1608" style="list-style-type: none"> <li data-bbox="889 1459 1312 1556">1. 24 hours for Dormitory UMN Residents (Monday – Sunday)</li> <li data-bbox="889 1581 1312 1608">2. 08.00 until 22.00 for residents</li> </ol> <p data-bbox="846 1633 1325 1766">d. Offers a comfortable lounge to study or holds a meeting between students.</p>

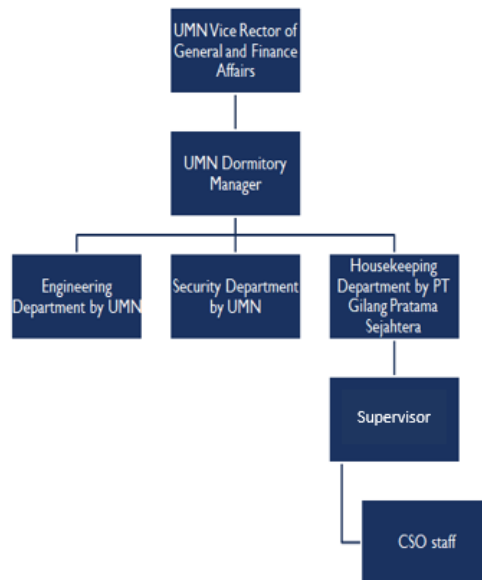
<p>2.</p>	 <p>Figure 2.11. Dormitory UMN Lobby</p>	<p>a. Location: Dormitory UMN</p> <p>b. Opening hours:</p> <ol style="list-style-type: none"> <li>1. 24 hours for Dormitory UMN Residents (Monday – Sunday)</li> <li>2. 08.00 until 22.00 for residents (Monday – Sunday)</li> </ol> <p>c. Provides all information about Dormitory UMN, Security check up for residents.</p>
<p>3.</p>	 <p>Figure 2.12. Dormitory UMN Lobby C</p>	<p>a. Location: Dormitory UMN</p> <p>b. Opening hours:</p> <ol style="list-style-type: none"> <li>1. 24 hours for Dormitory UMN Residents (Monday – Sunday)</li> <li>2. 08.00 until 22.00 for residents (Monday – Sunday)</li> </ol> <p>c. Provides all information about Dormitory UMN, Security check up for residents.</p>
<p>4.</p>	 <p>Figure 2.13. Pantry</p>	<p>a. Location: Each Floor of Dormitory UMN Buildings.</p> <p>b. Opening hours:</p> <ol style="list-style-type: none"> <li>1. 24 hours for Dormitory UMN Residents (Monday – Sunday)</li> <li>2. 08.00 until 22.00 for residents (Monday – Sunday)</li> </ol> <p>c. Places where students can study, and eat and make breakfast, lunch, and dinner.</p>

<p>5.</p>	 <p>Figure 2.14. Basketball Court</p>	<p>a. Location: Dormitory UMN</p> <p>b. Opening hours:</p> <ol style="list-style-type: none"> <li>1. 24 hours for Dormitory UMN Residents (Monday – Sunday)</li> </ol> <p>c. Places where students can play Basketball and/or doing workouts.</p>
<p>6.</p>	 <p>Figure 2.15. Parking Lot</p>	<p>a. Location: Dormitory UMN</p> <p>b. Opening hours:</p> <ol style="list-style-type: none"> <li>1. 24 hours for Dormitory UMN Residents (Monday – Sunday)</li> <li>2. 08.00 until 22.00 for Residents (Monday – Sunday)</li> </ol> <p>c. Places where students or residents can park cars, motorbikes, and bikes.</p>
<p>7.</p>	 <p>Figure 2.16. Canteen</p>	<p>a. Location: Dormitory UMN</p> <p>b. Opening hours:</p> <ol style="list-style-type: none"> <li>1. 24 hours for Dormitory UMN Residents (Monday – Sunday)</li> </ol> <p>c. Places where students eat and make breakfast, lunch, and dinner.</p>

8.	 <p data-bbox="391 562 737 594">Figure 2.17. Laundry Area</p>	<p data-bbox="849 233 1227 264">a. Location: Dormitory UMN</p> <p data-bbox="849 285 1084 317">b. Opening hours:</p> <p data-bbox="867 338 1227 432">1. 07.00 – 17.00 (Monday – Sunday)</p> <p data-bbox="849 453 1323 758">c. Places where students are able to laundry clothes, blankets, etc. Not only Dormitory UMN residents, but people who live outside the Dormitory area can also do the laundry here.</p>
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**B. Organizational Structure**

Dormitory UMN is under the direct supervision of UMN Vice Rector of General and Financial Affairs, Mr. Andrey Andoko, M.Sc. and the Dormitory UMN is managed by Evy Novita R. ST. Dormitory UMN uses an outsourced cleaning service PT. Gilang Pratama Sejahtera. Under the supervision of Fahreza Egiansyah, the Supervisor of PT. Gilang Pratama Sejahtera (GPS), he is in charge of eight CSO staff that are responsible to maintain the cleanliness of the Dormitory UMN area.



Figures 2.4. Organizational Charts of Dormitory UMN

Housekeeping Department CSO staff job description:

1. Perform cleaning duties on daily basis such as dusting/mopping lobby floor, toilet cleaning, canteen, office CCTV.
2. Perform a job request or job order.
3. Checking corridor area, public toilet, and trash bin.
4. Washing equipments.
5. Handover events in the area.