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CHAPTER II GENERAL DESCRIPTION

A. Hotel's Profile

1. History

Nusa Dua Beach & Spa Hotel is one of the five-star hotels in the Nusa Dua tourism area. The Nusa Dua Beach & Spa Hotel was built starting in 1982 with an operational permit under the name PT, Bukit Nusa Corporation. The hotel was officially opened in operation on May 28, 1983 by former President Suharto. Nusa Dua Beach Hotel & Spa was previously one of the hotels under PT. Aerowisata is the same as the Sanur Beach Hotel, Kartika Plaza Hotel, Senggigi Beach Hotel and Pusako Hotel in Bukit Tinggi.

In 1992 Nusa Dua Beach Hotel & Spa was sold by PT. Aerowisata and its ownership and processing were taken over by the Investment Agency of the Kingdom of Brunei Darussalam named Brunei Investment Agency (BIA) and the management of the management was named PT. Prosperous Indoco. Since its ownership was taken over, the hotel has been renovated from 1994 to 1996 with funds amounting to US \$ 40 million and in 2001 renovations were held again in order to remain competitive with other hotels in the Nusa Dua area.

In 1996 the Nusa Dua Beach Hotel & Spa became part of the Audley group with some of the largest and best hotels in the world such as: Le Meurice in Paris, The Dorchester Hotel in London, The Beverly Hill Hotel in California - America and The Empire Hotel in Brunei Darussalam.

Nusa Dua Beach Hotel & Spa (as with all Audley hotels) became a member of the Leading Hotels of the World in 1996. The Leading Hotels of the World is a marketing organization for selected luxury hotels. This organization functions as a direct booking center for 315 members in 68 countries.

Since opening the employee has had a good fortune to serve several prominent people including heads of state such as Ronald Reagan and Mrs. (President of the United States) Prince Norodom Sihanouk (President of Cambodia) and several heads of State, ministers, artists and other world celebrities.



The hotel consists of 335 rooms and 45 suites, and 2 big suites, 3 swimming pools, 6 restaurants including room service that provides a variety of varied food choices, 4 bars and meeting facilities that can accommodate more than 400 people. Spa Nusa Dua that is adapted to the tropical nature provides a lap pool, private villa, tennis court, squash, gymnastics and a wall for rock climbing.







Figure 1 Nusa Dua Beach Hotel & Spa Logo

2. Facilities

Table 1 Rooms in Nusa Dua Beach Hotel & Spa

No.	Room Type	Description
1.	 <p>Figure 2 Deluxe Room</p>	<ul style="list-style-type: none"> a. The room size 34m² b. Benefit <ul style="list-style-type: none"> 1) One king bed / Two single beds 2) Balcony with garden views 3) Shower 4) TV
2.	 <p>Figure 3 Deluxe Plus</p>	<ul style="list-style-type: none"> a. The room size 34m² b. Benefit <ul style="list-style-type: none"> 1) One king bed / Two single beds 2) Balcony with garden views 3) Shower & bathtub 4) TV

3.	 <p>Figure 4 Premier Room</p>	<p>a. The room size 40m2</p> <p>b. Benefit</p> <ol style="list-style-type: none"> 1) One king bed / Two single beds 2) Balcony with garden views 3) Shower & bathtub 4) TV
4.	 <p>Figure 5 Deluxe Room for Three</p>	<p>a. The room size 45m2</p> <p>b. Benefit</p> <ol style="list-style-type: none"> 1) One king bed & one single beds 2) Balcony with garden views 3) Shower 4) TV
5.	 <p>Figure 6 Family Room</p>	<p>a. The room size 48m2</p> <p>b. Benefit</p> <ol style="list-style-type: none"> 1) One king bed & One Bunk beds 2) Balcony with garden views 3) Shower & bathtub 4) TV
6.	 <p>Figure 7 Deluxe Room for Four</p>	<p>a. The room size 70m2</p> <p>b. Benefit</p> <ol style="list-style-type: none"> 1) One king bed & Two single beds 2) Balcony with garden views 3) Shower 4) TV










7.	 <p data-bbox="464 499 730 566">Figure 8 Palace Club Lagoon Suite</p>	<p data-bbox="890 230 1185 264">a. The room size 80m2</p> <p data-bbox="890 286 1018 320">b. Benefit</p> <ol data-bbox="938 342 1437 712" style="list-style-type: none"> 1) One king bed 2) Balcony with direct pool access and pool & garden views 3) Separate living area 4) Bathtub 5) Shower 6) Inclusive of Palace Club privileges
8.	 <p data-bbox="400 1093 794 1126">Figure 9 The Royal Residence</p>	<p data-bbox="890 723 1201 757">a. The room size 376m2</p> <p data-bbox="890 779 1018 813">b. Benefit</p> <ol data-bbox="938 835 1437 1261" style="list-style-type: none"> 1) Two king beds 2) Balcony with pool & garden views 3) Separate living area 4) Bathtub 5) Shower 6) Private plunge pool and Balinese Gazebo 7) Inclusive of Palace Club privileges

Table 2 Food & Beverage Outlets

No.	Food and Beverage outlets	Description
1.	 <p data-bbox="359 705 815 779">Figure 10 Tamarind Mediterranean Restaurant</p>	<ul style="list-style-type: none"> a. An extra ordinary Bamboo Thatched Roof Restaurant with panoramic views of the Indian Ocean. It offers a diverse selection of Western favorites and contemporary Asian dishes. b. Halal certified. c. Opens daily for Lunch and Dinner from 12.00pm to 12.00am d. Last Orders at 10.30pm e. Seating capacity: 140 persons
2.	 <p data-bbox="379 1440 815 1478">Figure 11 Raja's Balinese Cuisine</p>	<ul style="list-style-type: none"> a. The resort's award-winning restaurant Raja's features authentic Balinese cuisine in an elegant fine dining atmosphere. b. Halal certified. c. Open for dinner from 5.30pm – 10.30pm d. (CLOSED ON MONDAYS & TUESDAYS) e. Seating Capacity: 64 persons

<p>3.</p>	 <p>Figure 12 Maguro Asian Bistro</p>	<p>a. Combining a well-crafted combination of traditional favorites sourced across Asia, Maguro is a hot favorite with many of our guests. From the streets of Hong Kong to the sushi houses of Japan and the famous Korean barbecue houses, Maguro serves up the best of Asia in an intimate poolside restaurant. Freshly caught seafood shines alongside imported beef and succulent local chicken, local fruit and vegetables and a sensational selection of spices to offer Asia on a plate. Complimented by an international wine list and indulgent desserts, Maguro Asian Bistro is the perfect place to spice up your holiday with us.</p> <p>b. Opens daily for Lunch and Dinner from 12.00pm to 10.30pm,</p> <p>c. (CLOSED ON WEDNESDAYS & THURSDAYS)</p> <p>d. Seating capacity: 58 persons</p>
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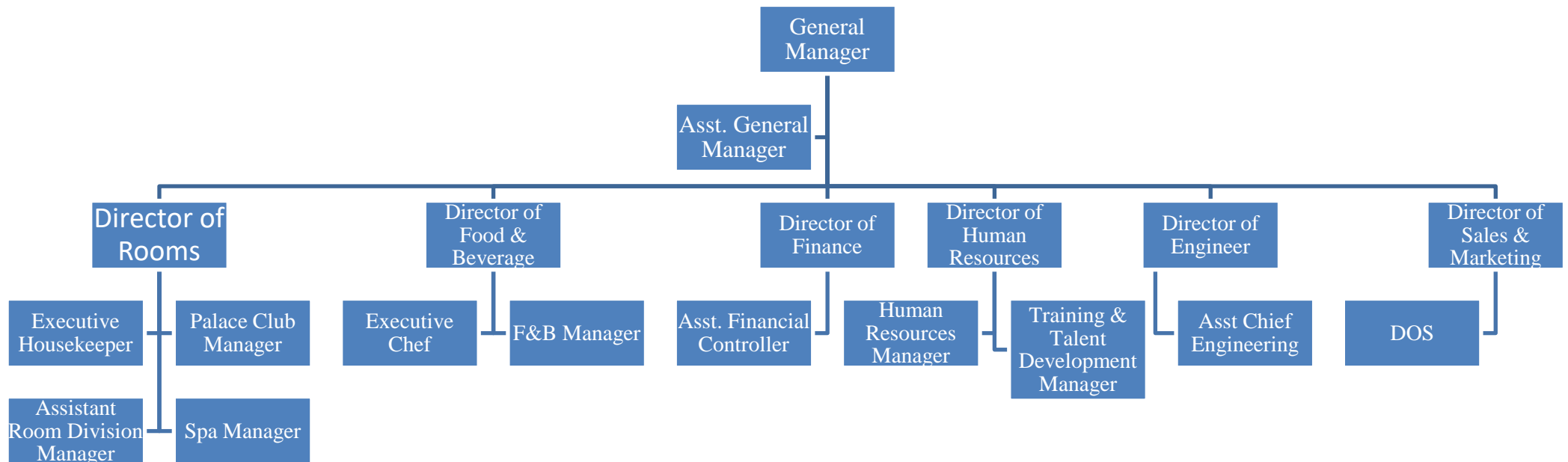
4.	 <p data-bbox="432 539 740 607">Figure 13 Wedang Jahe Restaurant</p>	<ul style="list-style-type: none"> a. Surrounded by a tropical lotus pond, Wedang Jahe Restaurant is the idyllic setting for breakfast with endless choices of international and local dishes. b. Opens daily for breakfast from 06.30 am to 10.30 am c. Seating capacity: 280 persons
5.	 <p data-bbox="427 1084 759 1120">Figure 14 The Lobby Bar</p>	<ul style="list-style-type: none"> a. This cozy lounge and terrace overlooks the resort grounds and ocean. Hang out in this cool corner with innovative signature cocktails, beer and wines. b. Opens daily, 10.00 am – 12.00 am
6.	 <p data-bbox="384 1680 801 1715">Figure 15 Chess Beachfront Bar</p>	<ul style="list-style-type: none"> a. Located near the beachfront and beside the pool, Chess Bar is the perfect place to catch up during the day and enjoy a round of cocktails, wine, beer and cool refreshments on sultry evenings. Light snacks are served for those who want to soak up the sounds of the ocean over a signature cocktail or two. Open till midnight, 7 days a week.

		b. Opens Daily, 10.00 am – 12.00 am
7.	 <p>Figure 16 Pool Bar</p>	<p>a. This haven is located in the midst of the swimming pool and serves refreshingly cool drinks and cocktails.</p> <p>b. Opens daily from 10.00am to 7.00pm.</p>

B. Organizational Structure

1. Hotel Organization Charts 2020

Table 3 Organizational Charts of Hotel Management



2. Food Production Department Organization December 2018

Table 4 Organizational Charts of Food Production Department

