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CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History

ACCOR was established by Paul Dubrulle and Gerard Pelisson. Novotel was the first brand built by ACCOR in Lille (France) in 1967. Novotel Tangerang is a part of four-stars hotel managed by ACCOR. Novotel Tangerang was established in 2014, strategically located at the main business district of Tangerang City. Novotel Tangerang integrated with Tang-City Superblock, the hotel is located on top of Tang-City Mall. Novotel Tangerang is easy accessed, 30-minutes drives to Soekarno-Hatta International Airport, 40-minutes drives to Jakarta City Center, and 15-minutes to BSD City. Novotel vision is to be the midscale reference of destination hotels.



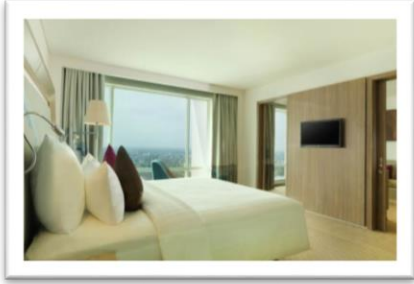


Figure 2.1 Novotel Tangerang Logo

2. Facilities




As a 4-star hotel in Tangerang City, Novotel Tangerang offers 266 well designed rooms and separated into 3 types of room with different in-room facilities. Here are the rooms and each description:

Table 2.1 Rooms in Novotel Tangerang

No.	Room Type	Description
1.	 <p data-bbox="513 743 722 772">Figure 2.2 Superior</p>	<ul style="list-style-type: none"> a. Shower b. 1-17 floor c. 28 m²
2.	 <p data-bbox="459 1171 777 1201">Figure 2.3 Executive Premier</p>	<ul style="list-style-type: none"> a. Shower b. Coffeemaker c. Docking Station d. Torch e. Iron Board f. 18 – 20 Floor g. 28 m²
3.	 <p data-bbox="475 1604 760 1633">Figure 2.4 Executive Suite</p>	<ul style="list-style-type: none"> a. Spacious Room b. Living Room c. Additional toilet, shower and bathtub (series 19 – e.g 1619, 1919) d. 64 m²

Besides rooms, Novotel Tangerang also offers other facilities like restaurant, meeting room, ballroom, etc.

Table 2.2 Food and Beverage Outlets

No.	Food and Beverage outlets	Description
1.	 <p data-bbox="350 793 854 827">Figure 2.5 Square Restaurant (All Day Dining)</p>	<p data-bbox="880 390 1321 424">Square Restaurant Opening Hours</p> <p data-bbox="880 428 1023 462">Breakfast:</p> <ul style="list-style-type: none"> <li data-bbox="880 466 1221 499">a. Weekdays 6 – 10 AM <li data-bbox="880 504 1221 537">b. Weekend: 6 – 11 AM <p data-bbox="880 541 1123 575">Lunch: 12 – 3 PM</p> <p data-bbox="880 579 1140 613">Dinner : 6 – 10 PM</p> <p data-bbox="880 617 1364 785">All day dining the Square restaurant located at podium floor caters up to 230 seats, offers an authentic Western, Asian and Indonesian cuisine.</p>
2.	 <p data-bbox="480 1268 724 1302">Figure 2.6 Lounge Bar</p>	<p data-bbox="880 907 1247 978">Lounge Bar Opening Hours: 9 AM – 2 AM</p>
3.	 <p data-bbox="457 1747 750 1780">Figure 2.7 Premier Lounge</p>	<p data-bbox="880 1352 1295 1386">Premier Lounge Opening Hours</p> <p data-bbox="880 1390 1023 1423">Breakfast:</p> <ul style="list-style-type: none"> <li data-bbox="880 1428 1256 1461">a. Weekdays 6 – 10 AM <li data-bbox="880 1465 1256 1499">b. Weekend: 6 – 11 AM <p data-bbox="880 1516 1234 1549">Afternoon Tea: 12 – 3 PM</p> <p data-bbox="880 1554 1146 1587">High Tea: 5 – 9 PM</p> <p data-bbox="880 1600 1364 1801">Premier Lounge at 20th Floor, cozy and relaxing ambience fits to executive traveler’s meeting point. It is Breakfast venue for Premier Floor guests including Suite Room Guests.</p>

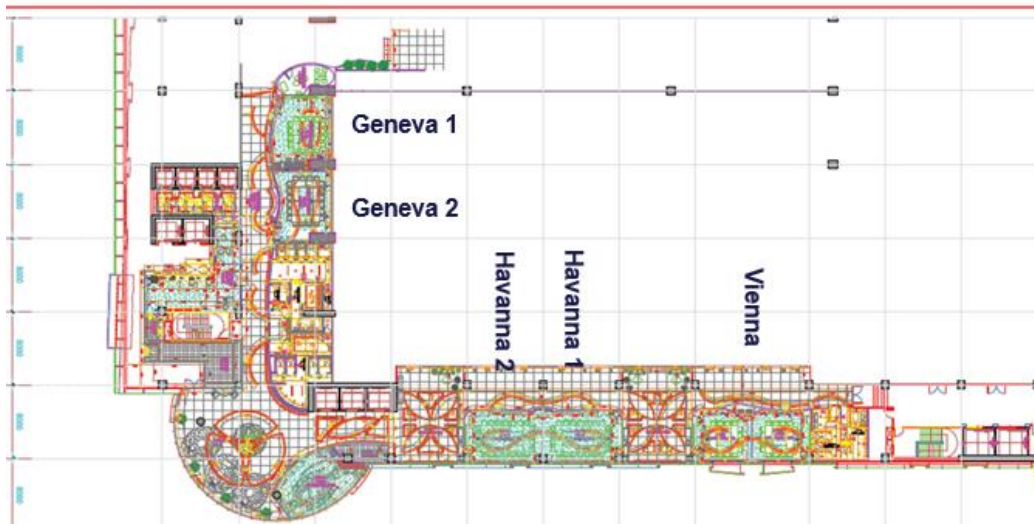


Figure 2.8 Meeting Rooms Map

Novotel Tangerang has 5 meeting rooms that located on PL floor, same level as Square Restaurant. Meeting rooms can be accessed from function lift that connected from basement parking, so guests do not need to use room key for access. These are the size and capacity of each meeting rooms:

1. Geneva 1 - $46.04 m^2$ with capacity $\pm 15-20$ pax
2. Geneva 2 - $43.18 m^2$ with capacity $\pm 15-20$ pax
3. Havana 1 - $43.02 m^2$ with capacity $\pm 15-20$ pax
4. Havana 2 - $43.02 m^2$ with capacity $\pm 15-20$ pax
5. Vienna - $64.10 m^2$ with capacity $\pm 30-40$ pax





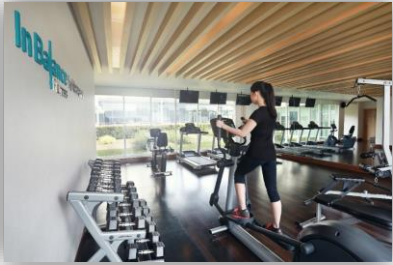

Figure 2.9 Grand Ballroom


With the width of 1500 m^2 and height of 8,5 m, Grand Ballroom could accommodate up to 2500 persons.

Besides facilities that writer has been explain above, there are also other facilities that offered by Novotel Tangerang. These are the list and details of other facilities that can be enjoyed by guests:

Table 2.3 Other Facilities

No.	Other Facilities	Description
1.	 <p data-bbox="448 1677 756 1709">Figure 2.10 Aircrew Lounge</p>	Located on PL floor.

2.	 <p>Figure 2.11 In Balance Spa</p>	<p>In Balance Spa Open from 9 AM to 10 PM</p>
3.	 <p>Figure 2.12 Fitness Center</p>	<p>Fitness Center Open from 6 AM to 10 PM</p>
4.	 <p>Figure 2.13 Kids Playground</p>	<p>Open from 6 AM to 10 PM</p>

5.	 <p data-bbox="451 590 753 617">Figure 2.14 Swimming Pool</p>	Open from 6 AM to 10 PM
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As a 4-star hotel, Novotel Tangerang did not only serve guests. Novotel Tangerang provided the good facilities for all employees. These are facilities that provided:



Figure 2.15 Mushola

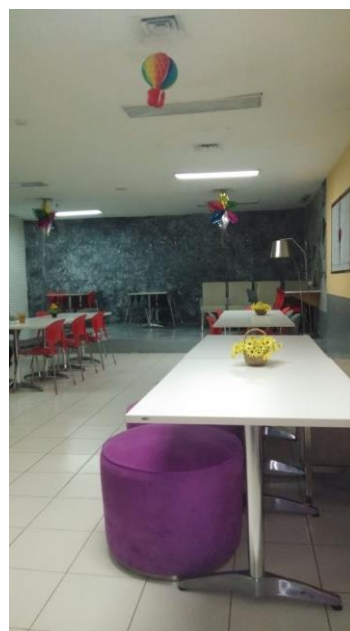


Figure 2.16 Canteen

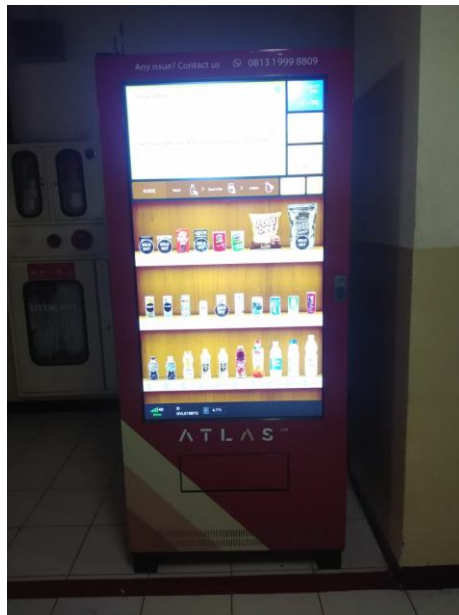


Figure 2.17 Vending Machine

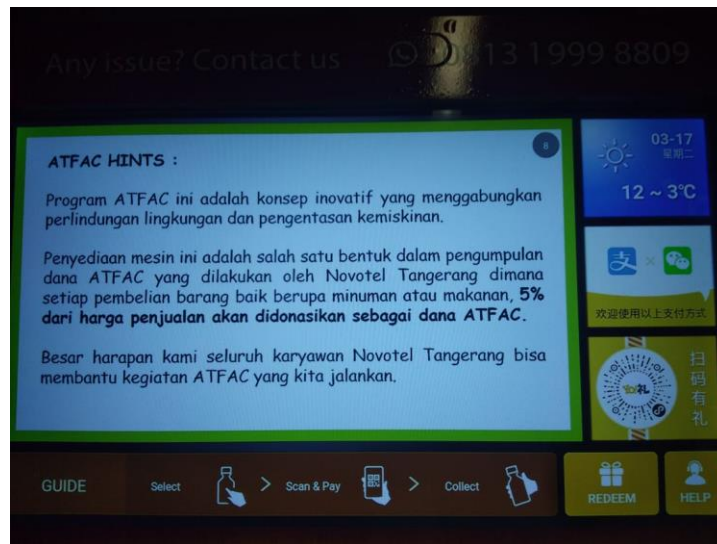


Figure 2.18 Vending Machine Menu

B. Organizational Structure

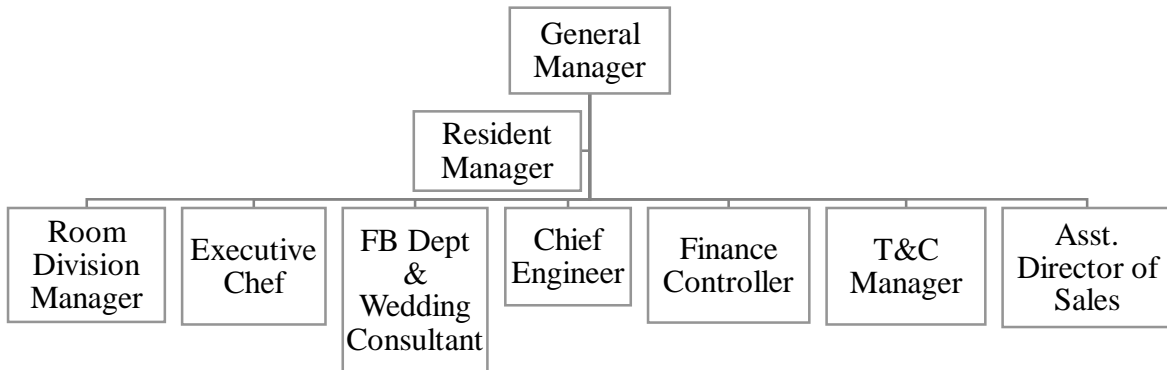


Figure 2.19 Organizational Charts of Hotel Management

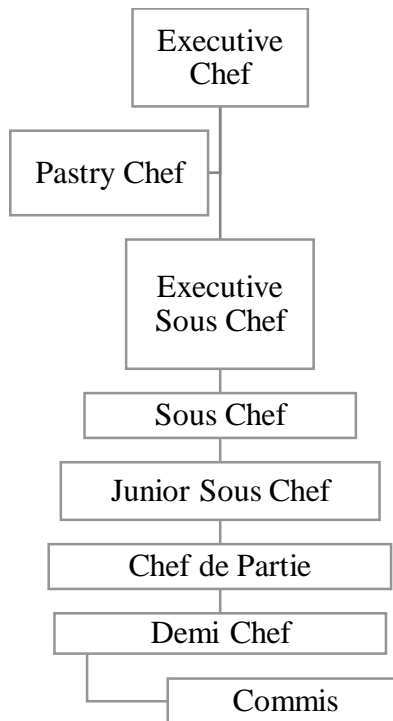


Figure 2.20 Organizational Charts of Food and Beverage Production Department