



Hak cipta dan penggunaan kembali:

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

Copyright and reuse:

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History

Sofitel Nusa Dua Beach Resort is luxury hotel under Accor International Group. Accor is a chain from French established by Paul Dubrule and Gerard Pelisson. The first Sofitel Hotel opens at Strasbourg, French in 1964 and the hotel becomes a part of Accor since 1997. In 2006, several Sofitel brands made the gold list of the prestigious Conde Nast Traveler Magazine and was voted as “Best Hotel Chain in Europe” by the readers of business Traveler Magazine. Sofitel Hotel brand becomes a luxury five-star hotel in 2008 with 161 hotels in the world. Sofitel London Saint James and Sofitel Marseille Vieux Port in French as first launch for So Spa concept. Sofitel received 90 awards worldwide, as evidence even the group hotels continued growth and success. In 2010 Sofitel continues reinforce their position and the brand will open ten hotels and renovations project for some Sofitel brand.









Figure 2.1 Hotel Logo



2. Facilities

a. Rooms

Table 2.1 Room Type SBND


No	Name	Description
1	 <p data-bbox="512 763 847 792">Figure 2.2 Luxury King Room</p>	<ul style="list-style-type: none"> a. Room size: 48 sqm² b. Include king size bed or twin bed, balcony, dining area, and garden view.
2	 <p data-bbox="443 1160 916 1234">Figure 2.3 Luxury King Room with Plunge Pool</p>	<ul style="list-style-type: none"> a. Room size: 48 sqm² b. Include king bed size, balcony, seating area, small garden, plunge pool, and pool view.
3	 <p data-bbox="483 1603 879 1677">Figure 2.4 Luxury King Room Club Millesime with Pool Access</p>	<ul style="list-style-type: none"> a. Room size: 48 sqm² b. Include king bed size or twin bed, balcony, seating area, direct access to the resort lagoon pool, pool view. c. Club millesime access (welcome drink, personalized check in and check out at the lounge) d. Daily buffet breakfast at Kwee Zeen or continental breakfast in the lounge e. Daily afternoon tea f. Daily evening cocktail and Millesime wine taste with canape


4	 <p data-bbox="451 548 906 582">Figure 2.5 Luxury King with Lagoon View</p>	<ul style="list-style-type: none"> a. Room size: 48 sqm² b. Include king size bed, balcony, seating area, and lagoon view.
5	 <p data-bbox="451 940 906 1019">Figure 2.6 Luxury King Room with Ocean View</p>	<ul style="list-style-type: none"> a. Room size: 48 sqm² b. Include king size bed, balcony, seating area, and ocean view.
6	 <p data-bbox="451 1384 906 1462">Figure 2.7 Prestige King with Club Millesime Access</p>	<ul style="list-style-type: none"> a. Room size: 120 sqm² b. Include king size bed, balcony, dining area, living area, private bathtub, and garden view. c. Club millesime access (welcome drink, personalized check in and check out at the lounge) d. Daily buffet breakfast at Kwee Zee or continental breakfast in the lounge e. Daily afternoon tea f. Daily evening cocktail and Millesime wine taste with canape

7	 <p>Figure 2.8 Pool Villa with Club Millesime</p>	<ul style="list-style-type: none"> a. Room size: 88 sqm² b. Include queen size bed, terrace, dining area, living area, and pool view. c. Private pool d. Club millesime access (welcome drink, personalized check in and check out at the lounge) e. Daily buffet breakfast at Kwee Zeen or continental breakfast in the lounge f. Daily afternoon tea g. Daily evening cocktail and Millesime wine taste with canape
8	 <p>Figure 2.9 Luxury King Room Club Millesime with Pool Access</p>	<ul style="list-style-type: none"> a. Room size: 48 sqm² b. Include king bed size or twin bed, balcony, seating area, direct access to the resort lagoon pool, pool view. c. Club millesime access (welcome drink, personalized check in and check out at the lounge) d. Daily buffet breakfast at Kwee Zeen or continental breakfast in the lounge e. Daily afternoon tea f. Daily evening cocktail and Millesime wine taste with canape

b. Restaurant


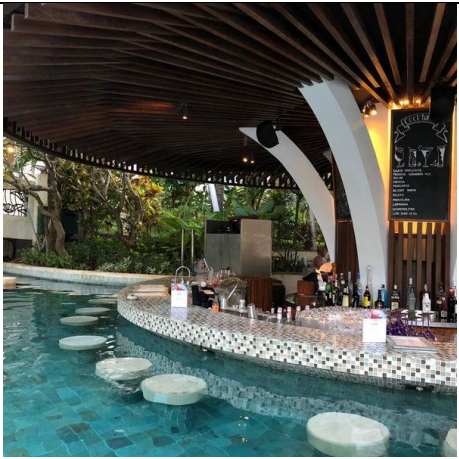
Table 2.2 Restaurant SBND


No	Name	Description
1	 <p>Figure 2.10 Kwee Zeen Restaurant</p>	<ul style="list-style-type: none"> a. All day dining restaurant b. Pan Asian cuisine c. Buffet for breakfast and dinner and a la carte menu for lunch d. Open for breakfast at 06.00 – 10.30 e. Open for lunch at 12.00 – 17.00

		f. Open for dinner at 18.00 – 23.00
2	 <p>Figure 2.11 Cucina Restaurant</p>	a. Thematic Mediterranean only for dinner b. Italian cuisine c. Sunday brunch with theme <i>A La Francaise</i> . d. Open for dinner at 18.00 – 23.00 e. Open for Sunday brunch at 11.00 – 15.00

c. Bar



Table 2.3 Bar SBND

No	Name	Description
1	 <p>Figure 2.12 Toya Bar and Grill</p>	a. Beachfront bar b. Serve cocktail, light snack, and barbecue c. Opening hour at 08.00 – 22.00
2	 <p>Figure 2.13 L'OH Pool Bar</p>	a. Pool bar b. Serve creative cocktail, light snack, and shisha with variant flavor c. Opening hour at 06.00 – 22.30

3	 <p style="text-align: center;">Figure 2.14 Le Bar</p>	<ul style="list-style-type: none"> a. Lobby bar, while waiting the available room usually the guest enjoys the moment in this bar b. Serve cocktail, coffee, and light meal. c. Opening hour: 08.00 – 13.00
---	---	--

d. Ballroom

Table 2.4 Ballroom SBND

No	Name	Description
1	 <p style="text-align: center;">Figure 2.15 Gamelan Ballroom</p>	<ul style="list-style-type: none"> a. Beachfront ocean view b. Area size: 480 sqm² c. Height: 21 m d. Theatre capacity: 420 e. U-Shape capacity: 125 f. Boardroom capacity: 170 g. Classroom capacity: 180 h. Banquet capacity: 270
2	 <p style="text-align: center;">Figure 2.16 Kecak Grand Ballroom</p>	<ul style="list-style-type: none"> a. Area size: 650 sqm² b. Height: 6 m c. Theatre capacity: 545 d. U-Shape capacity: 135 e. Boardroom capacity: 150 f. Classroom capacity: 430 g. Banquet capacity: 360

e. Meeting Room

Table 2.4 Ballroom SBND

No	Name	Description
1	Reong	<ul style="list-style-type: none"> a. Area size: 36 sqm² b. Height: 4 m c. Boardroom capacity: 12
2	Rejang	<ul style="list-style-type: none"> a. Area size: 48 sqm² b. Height: 4 m c. Theatre capacity: 30

		<ul style="list-style-type: none"> d. U-Shape capacity: 20 e. Boardroom capacity: 30 f. Classroom capacity: 20 g. Banquet capacity: 30
3	Pendet	<ul style="list-style-type: none"> a. Area size: 56 sqm² b. Height: 4 m c. Boardroom capacity: 15
4	Legong	<ul style="list-style-type: none"> a. Area size: 72 sqm² b. Height: 4 m c. Theatre capacity: 80 d. U-Shape capacity: 30 e. Boardroom capacity: 35 f. Classroom capacity: 30 g. Banquet capacity: 50
5	Laksmana	<ul style="list-style-type: none"> a. Area size: 210 sqm² b. Height: 6 m c. Theatre capacity: 180 d. U-Shape capacity: 50 e. Boardroom capacity: 60 f. Classroom capacity: 130 g. Banquet capacity: 120
6	Rama	<ul style="list-style-type: none"> a. Area size: 210 sqm² b. Height: 6 m c. Theatre capacity: 180 d. U-Shape capacity: 50 e. Boardroom capacity: 60 f. Classroom capacity: 130 g. Banquet capacity: 120
7	Sitha	<ul style="list-style-type: none"> a. Area size: 210 sqm² b. Height: 6 m c. Theatre capacity: 180 d. U-Shape capacity: 50 e. Boardroom capacity: 60 f. Classroom capacity: 130 g. Banquet capacity: 120

f. Club Millesime



Figure 2.17 Club Millesime

Club Millesime is executive floor for some guests who have access during stay in Sofitel Bali Nusa Dua Beach Resort. Luxury room guests may get this access during stay at the hotel. The lounge available for daily breakfast with buffet menu, all-day refreshment, afternoon tea /*Le Gouter*, evening cocktails /*Aperochic* and wine tasting. During *Aperochic* time, children under 11 years old is unpermitted came to the club, start from 17.30 until 19.30.

g. So Spa



Figure 2.18 So Spa

Sofitel Bali Nusa Dua Beach Resort provides So Spa for personalized treatment such as spa, sauna, and massage. So Spa has two different places which is indoor and outdoor. Indoor spa located at lobby floor and outdoor spa located in gazebo beach.

h. Kids Club



Figure 2.19 Kids Club

The hotel also provides Kids Club where the children could enjoy their time during their stay. Access Millesime guests may left their children in Kids Club care. Kids club open from 08.00 until 18.00, for access Millesime guests, their child could stay in this club until 19.30.

i. Jewel Box



Figure 2.20 Jewel Box

Sofitel Bali Nusa Dua Beach Resort has special place for wedding ceremony, the named is Jewel Box. Located near from the beach, Jewel Box is available for indoor and outdoor with maximum capacity for 450 guests in banquet style.

B. Organizational Structure

1. Sofitel Bali Nusa Dua Beach Resort Organizational Structure

In hotel industry, organization structure is very important. By having organizational structure, the staff could know their position in the hotel. Each position has different responsibility and job description. In Sofitel Bali Nusa Dua, the staff called ambassadors.

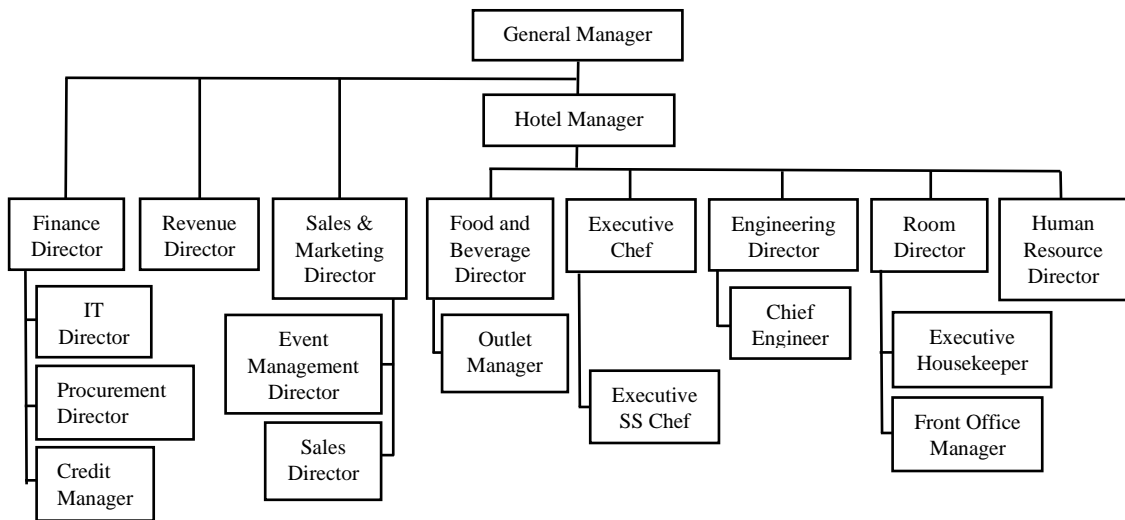


Figure 2.20 Hotel General Organizational Structures

2. Food and Beverage Department Organizational Structure

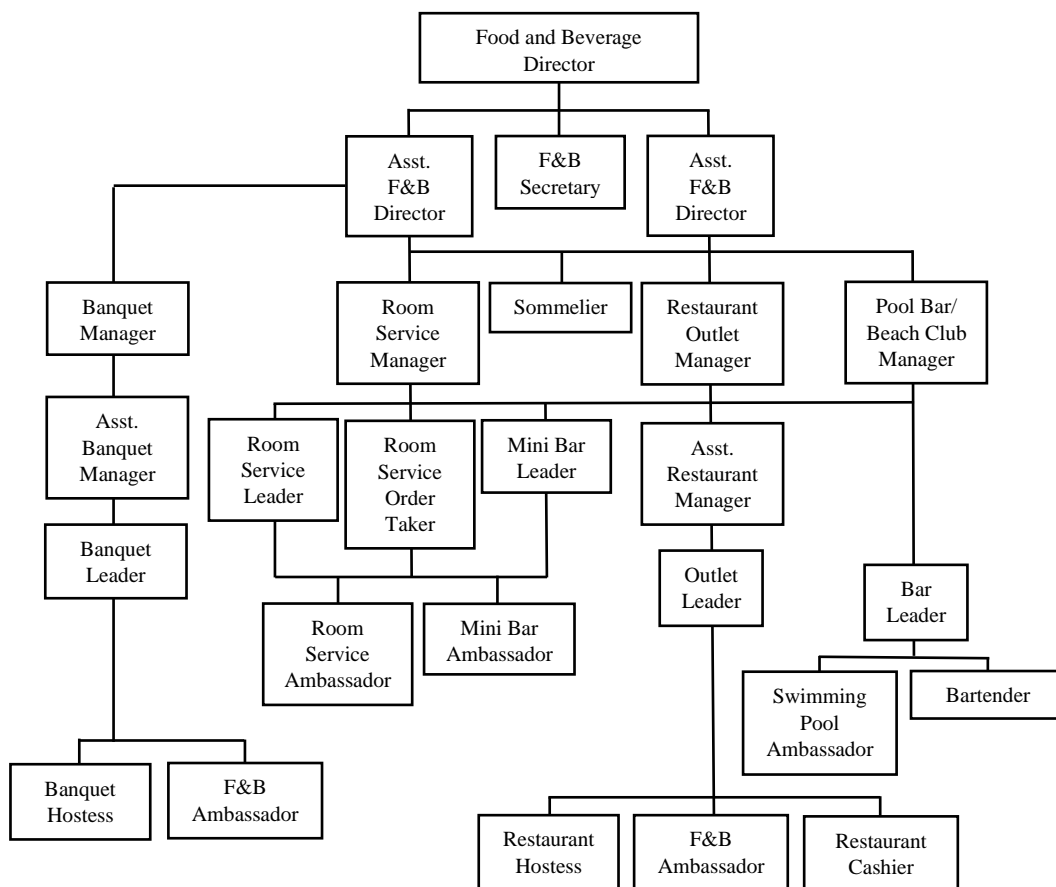


Figure 2.21 Food and Beverage Department Organizational Structures

Food and Beverage Department in Sofitel Bali Nusa Dua Beach Resort divided into several outlets. Each position has different responsibilities and job description to make good teamwork. Job description will explain below:

- a. Director of Food and Beverage
 - 1) Ensuring staff performance based on procedure.
 - 2) Maintaining teamwork within department.
 - 3) Controlling cost and profit.
- b. Food and Beverage Secretary
 - 1) Organizing and maintaining food and beverage filing system.
 - 2) Monitoring and controlling consumption of operating supplies.
 - 3) Updating and checking banquet reservation.
- c. Assistant Director Food and Beverage
 - 1) Controlling and ensuring staff performance fulfilled guest satisfaction.
 - 2) Maintaining cleanliness.
 - 3) Planning inventory.
 - 4) Minimalizing guest complaint.
- d. Sommelier
 - 1) Creating and updating wine list.
 - 2) Ensuring wine are serve and store based on procedure.
 - 3) Recommending food and wine pairing.
- e. Banquet Manager
 - 1) Assigning task to the team and supervising the activity.
 - 2) Ensuring the event run well and maintaining level of cleanliness.
 - 3) Controlling inventory and cost.
 - 4) Resolving with guest complaint.
 - 5) Maintaining teamwork and relation with co-workers and management.
 - 6) Prepare staff schedule.
- f. Room Division Manager
 - 1) Controlling daily operation of the hotels room.
 - 2) Resolving guest complaint.
 - 3) Overseeing staff performance based on standard operational procedure.
 - 4) Maintaining teamwork and relation with co-workers and management.

- 5) Maintaining level of cleanliness.
 - 6) Prepare staff schedule.
- g. Restaurant Manager
- 1) Assigning task to the team and supervising the activity.
 - 2) Controlling the food and beverage quality and hygiene.
 - 3) Controlling cost and profit
 - 4) Resolving guest complaint.
 - 5) Maintaining teamwork in good relation
 - 6) Maintaining level of cleanliness.
 - 7) Prepare staff schedule.
- h. Pool Bar and Beach Manager
- 1) Inspecting quality wine, liquor, and beer.
 - 2) Controlling and ensuring the state liquor regulation is applied.
 - 3) Establishing par level for supplies, liquor, beer, wine, and equipment.
 - 4) Supervise bar activity and keep good relation within team.
 - 5) Resolve guest complaint.
 - 6) Prepare staff schedule.
- i. Bar Team Leader
- 1) Supervise and educate bartender staff to develop their performance.
 - 2) Assisting and prepare stock of wine, liquor, and beer.
 - 3) Controlling beverage cost.
- j. Room Service Order Taker
- 1) Answering telephone call with good telephone etiquettes.
 - 2) Report the order to food and beverage ambassadors.
 - 3) Knowledgeable of rooms service menu, and upselling hotels product.
- k. Team Leader
- 1) Keeping good relation in team and motivating staff.
 - 2) Maintain cleanliness.
 - 3) Handling guest complaint.
 - 4) Maintain staff performance.
 - 5) Supervise and contribute activity.

- l. Mini Bar Ambassadors
 - 1) Raising and maintaining mini bar.
 - 2) Complete daily worksheet of mini bar stock.
 - 3) Replenishment of mini bar items and cleaning mini bar.
 - 4) Rotation all products in mini bar.
- m. Room Service ambassadors
 - 1) Set up trolley and tray according hotel standard.
 - 2) Delivering the order to the room with standard operational procedure.
 - 3) Cleaning and removing trolley.
- n. Hostess Ambassadors
 - 1) Check and report reservation for next day.
 - 2) Handle guest reservation.
 - 3) Welcoming and greeting the guest when entering and leaving.
 - 4) Assisting guest to the table.
 - 5) Inform to waiter and leader if the guest has allergic or special request.
- o. Food and Beverage Ambassadors
 - 1) Present and explain the menu.
 - 2) Upselling and promoting hotel product.
 - 3) Serve the food and beverage in proper manner.
 - 4) Taking care of the guest.
 - 5) Maintaining and cleaning cutlery, chinaware, glassware, and equipment.
 - 6) Set up buffet and table according hotel standard.
- p. Cashier Ambassadors
 - 1) Handling guest transaction.
 - 2) Collecting and calculate total payment when closing restaurant.
 - 3) Report balances sheet and discrepancy, if any.
- q. Bartender
 - 1) Taking order and interacting with the guest.
 - 2) Presenting and explain bar menu.
 - 3) Prepare ingredient and equipment.
 - 4) Maintaining liquor consumption and inventory.
 - 5) Maintaining cleanliness in bar area