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## CHAPTER II

### GENERAL DESCRIPTION

#### A. Hotel's Profile

##### 1. History



Figure 2.1 Hotel Logo

Sofitel Hotels and Resort is operating by Accor Hotel. It was founded in 1964 in France, and become a luxury hotels brand in 2008. Sofitel become an international chain hotel in 1970's. Sofitel Bali Nusa Dua is opened in 2013. It is located in ITDC Lot N5, Badung, Bali.




As one of the largest hotel chains in the world, Accor Hotels have an accommodation network spread across 94 countries with a total of more than 4,000 hotels. Accor Hotels provides a variety of accommodation options ranging from budget or economy class, to luxury hotels. Hotel brands under the Accor Hotels include Sofitel, Sofitel So, Grand Mercure, The Sebel, Mama Shelter, Pullman, MGallery, Mercure, Novotel, Adagio, ibis, ibis Budget, ibis Styles, Swissotel, Raffles, Fairmont, Onefinestay, Rixos Hotels, 25h Hotels, Jo & Joe, and Thalassa Sea & Spa.





Sofitel Bali Nusa Dua has a modern architecture. It also has 415 rooms including 22 suites and 17 villas. It also has 2 restaurants, KweeZeen and Cucina. Sofitel Bali Nusa Dua Beach and Resort has a lounge that called Club Millesime. Only several guest that have Club Access that can come to the lounge. Around the area of Sofitel has Bali Nusa Dua Theatre, The Bali Nusa Dua Golf Club, and the Bali Collection Shopping, dining, and entertainment center and Sofitel Bali has a beach side pathway stretched over 7 kilometers


## 2. Facilities

### a. Rooms

Table 2.1 Room Type SBND



No	Name	Description
1	 <p data-bbox="502 813 836 846">Figure 2.2 Luxury King Room</p>	<ul style="list-style-type: none"> <li>a. Room size: 48 sqm<sup>2</sup></li> <li>b. Include king size bed or twin bed, garden view, dining area and balcony.</li> </ul>
2	 <p data-bbox="435 1274 903 1350">Figure 2.3 Luxury King Room with Plunge Pool</p>	<ul style="list-style-type: none"> <li>a. Room size: 48 sqm<sup>2</sup></li> <li>b. Include king bed size, seating area, plunge pool, small garden, pool view and balcony.</li> </ul>
3	 <p data-bbox="474 1765 865 1841">Figure 2.4 Luxury King Room Club Millesime with Pool Access</p>	<ul style="list-style-type: none"> <li>a. Room size: 48 sqm<sup>2</sup></li> <li>b. Include king bed size or twin bed, balcony, pool view, seating area and direct access to the resort lagoon pool.</li> <li>c. Daily buffet breakfast at KweeZeen</li> <li>d. Club millesime access</li> <li>e. Daily evening cocktail and Millesime wine taste</li> <li>f. Daily afternoon tea</li> </ul>

4	 <p>Figure 2.5 Luxury King with Lagoon View</p>	<ul style="list-style-type: none"> <li>a. Room size: 48 sqm<sup>2</sup></li> <li>b. Include king size bed, balcony, and lagoon view.</li> </ul>
5	 <p>Figure 2.6 Luxury King Room with Ocean View</p>	<ul style="list-style-type: none"> <li>a. Room size: 48 sqm<sup>2</sup></li> <li>b. Include king size bed, balcony, and ocean view.</li> </ul>
6	 <p>Figure 2.7 Prestige King with Club Millesime Access</p>	<ul style="list-style-type: none"> <li>a. Room size: 120 sqm<sup>2</sup></li> <li>b. Include king size bed, balcony, dining area, living area, private bathtub, and garden view.</li> <li>c. Daily buffet breakfast at KweeZeen or continental breakfast in the lounge</li> <li>d. Club millesime access</li> <li>e. Daily evening cocktail and Millesime wine taste with canape</li> <li>f. Daily afternoon tea</li> </ul>
7	 <p>Figure 2.8 Pool Villa with Club Millesime</p>	<ul style="list-style-type: none"> <li>a. Room size: 88 sqm<sup>2</sup></li> <li>b. Include queen size bed, terrace, dining area, living area, and pool view.</li> <li>c. Private pool and club millesime access</li> <li>d. Daily buffet breakfast at KweeZeen or continental breakfast in the lounge</li> </ul>

		<ul style="list-style-type: none"> <li>e. Daily afternoon tea</li> <li>f. Daily evening cocktail and Millesime wine taste with canape</li> </ul>
8	 <p>Figure 2.9 Luxury King Room Club Millesime with Pool Access</p>	<ul style="list-style-type: none"> <li>a. Room size: 48 sqm<sup>2</sup></li> <li>b. Include king bed size or twin bed, balcony, seating area, direct access to the resort lagoon pool, pool view and has club millesime access</li> <li>c. Daily buffet breakfast at KweeZeen</li> <li>d. Daily evening cocktail and Millesime wine taste with canape</li> </ul>

b. Restaurant

Table 2.2 Restaurant SBND

No	Name	Description
1	 <p>Figure 2.10 KweeZeen Restaurant</p>	<ul style="list-style-type: none"> <li>a. All day dining restaurant and Pan Asian cuisine</li> <li>b. Open for breakfast at 06.00 – 10.30, for lunch at 12.00 – 17.00 and for dinner at 18.00 – 23.00</li> <li>c. Buffet for breakfast and dinner and a la carte menu for lunch</li> </ul>
2	 <p>Figure 2.11 Cucina Restaurant</p>	<ul style="list-style-type: none"> <li>a. Thematic Mediteranian</li> <li>b. Open for dinner at 18.00 – 23.00 and for Sunday brunch at 11.00 – 15.00</li> <li>c. Italian cuisine, sunday brunch with theme <i>A La Francaise</i>.</li> </ul>



c. Bar

Table 2.3 Bar SBND

No	Name	Description
1	 <p data-bbox="453 730 866 763">Figure 2.12 Toya Beach Bar and Grill</p>	<ul style="list-style-type: none"> <li>a. Beachfront bar</li> <li>b. Opening hour at 08.00 – 22.00</li> <li>c. Serve cocktail, light snack, shisa with variant flavour and barbecue dinner</li> </ul>
2	 <p data-bbox="509 1229 813 1263">Figure 2.13 L'OH Pool Bar</p>	<ul style="list-style-type: none"> <li>a. Pool bar</li> <li>b. Opening hour at 06.00 – 22.30</li> <li>c. Serve creative cocktail, light snack, and shisha with variant flavor</li> </ul>
3	 <p data-bbox="555 1688 767 1722">Figure 2.14 Le Bar</p>	<ul style="list-style-type: none"> <li>a. Lobby bar, while waiting the available room usually the guest enjoys the moment in this bar</li> <li>b. Opening hour: 08.00 – 13.00</li> <li>c. Serve cocktail, coffee, and light meal.</li> </ul>

d. Ballroom

Table 2.4 Ballroom SBND

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

e. Meeting Room

Table 2.5 Meeting Room SBND





No	Name	Description
1	Reong	<ul style="list-style-type: none"> <li>a. Area size: 36 sqm<sup>2</sup></li> <li>b. Height: 4 m</li> <li>c. Boardroom capacity: 12</li> </ul>
2	Rejang	<ul style="list-style-type: none"> <li>a. Area size: 48 sqm<sup>2</sup></li> <li>b. Height: 4 m</li> <li>c. Boardroom capacity: 30</li> <li>d. U-Shape capacity: 20</li> <li>e. Banquet capacity: 30</li> </ul>
3	Pendet	<ul style="list-style-type: none"> <li>a. Area size: 56 sqm<sup>2</sup></li> <li>b. Height: 4 m</li> <li>c. Boardroom capacity: 15</li> </ul>

4	Legong	<ul style="list-style-type: none"> <li>a. Area size: 72 sqm<sup>2</sup></li> <li>b. Height: 4 m</li> <li>c. Theatre capacity: 80</li> <li>d. U-Shape capacity: 30</li> <li>e. Boardroom capacity: 35</li> <li>f. Classroom capacity: 30</li> <li>g. Banquet capacity: 50</li> </ul>
5	Laksmama	<ul style="list-style-type: none"> <li>a. Area size: 210 sqm<sup>2</sup></li> <li>b. Height: 6 m</li> <li>c. Theatre capacity: 180</li> <li>d. U-Shape capacity: 50</li> <li>e. Boardroom capacity: 60</li> <li>f. Classroom capacity: 130</li> <li>g. Banquet capacity: 120</li> </ul>
6	Rama	<ul style="list-style-type: none"> <li>a. Area size: 210 sqm<sup>2</sup></li> <li>b. Height: 6 m</li> <li>c. Theatre capacity: 180</li> <li>d. U-Shape capacity: 50</li> <li>e. Boardroom capacity: 60</li> <li>f. Classroom capacity: 130</li> <li>g. Banquet capacity: 120</li> </ul>
7	Sitha	<ul style="list-style-type: none"> <li>a. Area size: 210 sqm<sup>2</sup></li> <li>b. Height: 6 m</li> <li>c. Theatre capacity: 180</li> <li>d. U-Shape capacity: 50</li> <li>e. Boardroom capacity: 60</li> <li>f. Classroom capacity: 130</li> <li>g. Banquet capacity: 120</li> </ul>



f. Other Facilities Sofitel Bali Nusa Dua Beach Resort

Table 2.6 Other Facilities SBND

No	Name	Description
1.	 <p data-bbox="443 734 751 768">Figure 2.17 Club Millesime</p>	<p data-bbox="810 405 1326 600">Club Millesime is VIP access. Benefit from this access is express check in and check out. Another benefit from this access which is :</p> <ul style="list-style-type: none"> <li data-bbox="810 622 1145 656">a. Breakfast (6.30-11.00)</li> <li data-bbox="810 678 1369 824">b. Le Gouter / Afternoon tea (15.00-17.00), aperochic / Cocktail (17.30-19.30)</li> </ul>
2.	 <p data-bbox="491 1176 703 1209">Figure 2.18 So Spa</p>	<ul style="list-style-type: none"> <li data-bbox="810 846 1326 1041">a. Sofitel Bali Nusa Dua Beach Resort provides So Spa for personalized treatment such as spa, sauna, and massage.</li> <li data-bbox="810 1064 1326 1153">b. Indoor spa located at lobby floor and outdoor spa located in gazebo beach.</li> </ul>
3.	 <p data-bbox="475 1485 719 1518">Figure 2.19 Kids Club</p>	<ul style="list-style-type: none"> <li data-bbox="810 1227 1353 1422">a. Kids Club is place for children could enjoy their time during their stay and access Millesime guests may left their children in Kids Club care.</li> <li data-bbox="810 1444 1358 1585">b. Kids club open from 08.00 until 18.00, for access Millesime guests, their child could stay in this club until 19.30.</li> </ul>
4.	 <p data-bbox="475 1877 719 1910">Figure 2.20 Jewel Box</p>	<ul style="list-style-type: none"> <li data-bbox="810 1615 1369 1809">a. Jewel Box is special place for wedding ceremony. Located near from the beach, with maximum capacity for 450 guests in banquet style.</li> </ul>

## B. Organizational Structure

In hotel industry, organization structure is very important. For organizational structure, the staff could know their position in the hotel. Each position has different responsibility and job description. Therefore, the hotel performance runs well.

There are two organizational structures below; the first is the common organizational structure, and the second is the Food and Beverage Department.

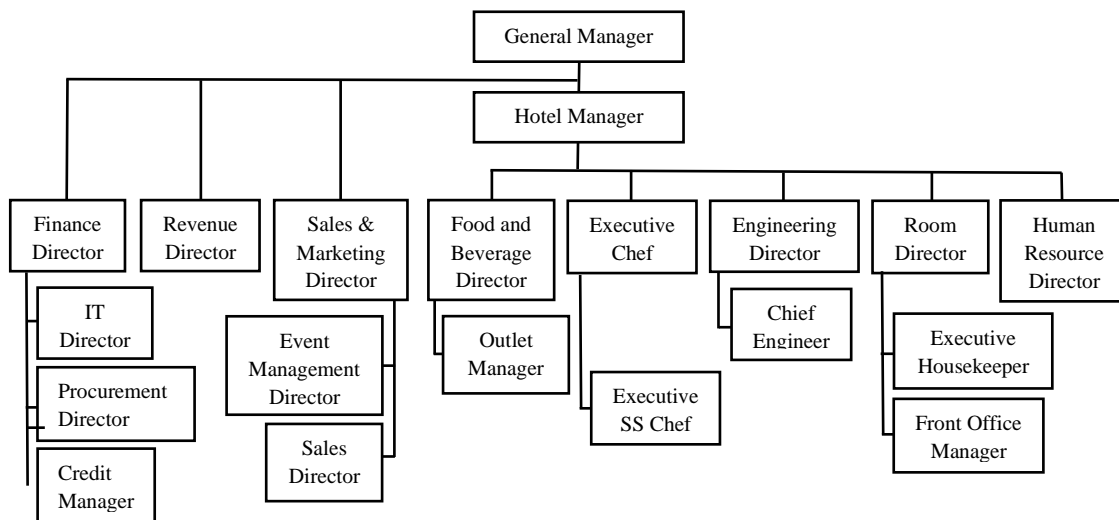


Figure 2.21 Organization Structure of Sofitel Bali Nusa Dua

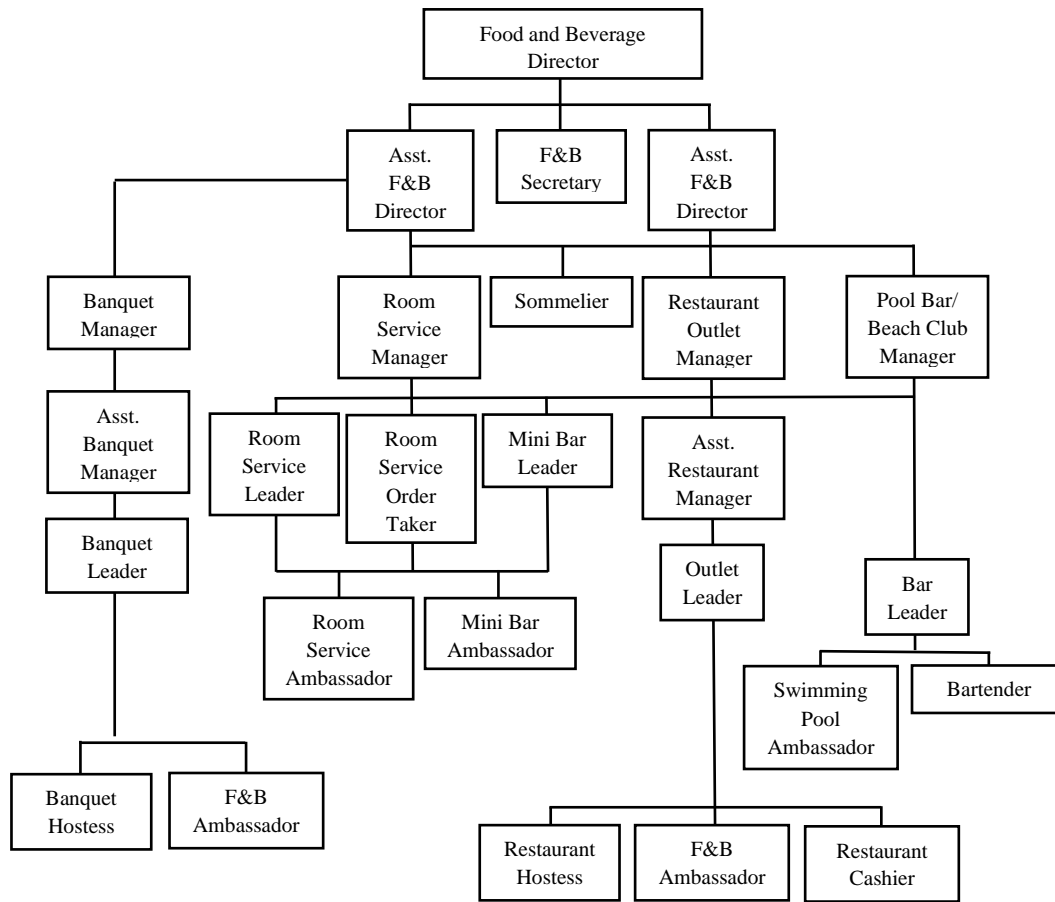


Figure 2.22 Food and Beverage Department Organizational Structures

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) Coordinating all phases of group meeting or banquet functions held in the hotel
  - 2) Preparation of sales promotions and mailings
  - 3) Maintenance of Hotel credit policies
  - 4) Evaluation forms must accompany all invoices
- 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) Assist Director in managing daily operations of food and beverage department
  - 2) Assist in hiring, training and disciplining employees to achieve departmental objectives
  - 3) Assist in annual budget preparation and expense management activities
  - 4) Ensure that staffs follow standard operating procedures for operational efficiency
- 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) Controlling inventory and cost.
  - 3) Resolving with guest complaint.
  - 4) Prepare staff schedule.
- f. Room Division Manager
  - 1) Resolving guest complaint.
  - 2) Controlling daily operation of the hotels room.
  - 3) Overseeing staff performance based on standard operational procedure.
  - 4) Maintaining level of cleanliness.
  - 5) Prepare staff schedule.
- g. Restaurant Manager
  - 1) Controlling the food and beverage quality and hygiene.
  - 2) Assigning task to the team
  - 3) Resolving guest complaint and controll cost and profit
  - 4) Prepare staff schedule.
- h. Pool Bar and Beach Manager
  - 1) Inspecting quality wine, liquor, and beer Supervise bar activity
  - 2) Resolve guest complaint, controlling and ensuring the state liquor regulation is applied.

- 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. Bartender
  - 1) Prepare ingredient and equipment.
  - 2) Maintaining cleanliness in bar area
  - 3) Taking order and interacting with the guest.
  - 4) Maintaining liquor consumption and inventory.
- k. Room Service Order Taker
  - 1) Knowledge able of rooms service menu, and up selling hotels product.
  - 2) Answering telephone call with good telephone etiquettes.
  - 3) Report the order to food and beverage ambassadors.
- l. Team Leader
  - 1) Handling guest complaint.
  - 2) Keeping good relation in team and motivating staff.
  - 3) Maintain cleanliness.
  - 4) Maintain staff performance.
- m. 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.
- n. 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.
- o. Hostess Ambassadors
  - 1) Check and report reservation for next day.
  - 2) Welcoming and greeting the guest when entering and leaving.
  - 3) Assisting guest to the table.
  - 4) Inform to waiter and leader if the guest has allergic or special request

p. Food and Beverage Ambassadors

- 1) Set up buffet and table according hotel standard.
- 2) Present and explain the menu and also taking care of the guest.
- 3) Up selling and promoting hotel product.
- 4) Maintaining and cleaning cutlery, glassware and chinaware

q. Cashier Ambassadors

- 1) Taking payments from customers, making change and giving receipts
- 2) Keep records of business transactions and prepare cash for deposit in banks and also prepare sales tax reports.