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CHAPTER II

GENERAL DESCRIPTION OF HOTEL

A. Hotel's Profile

1. History Novotel Tangerang

Novotel is one of the hotel under the auspices of the Group Accor. First established in Lille, France in 1967. After that, Novotel others began to be established in various countries including in Indonesia. Novotel Tangerang was inaugurated on 15 October 2014, is the first Novotel brand hotel, managed by Accor Hotels in the Tangerang area. This international standard hotel is here to meet the needs of businesspeople and tourists with international standard facilities and services, especially in Tangerang and surrounding areas.



Figure 2.1 Novotel Logo

Novotel Tangerang, this 4-star hotel is in the Tangcity Superblock area, Jln Jenderal Sudirman No.1 Tangerang. By combining hotel and shopping center within the superblock area, this creates synergy with one another and supports one another. The Novotel Tangerang location is very strategically located in the heart of Tangerang, close to Soekarno Hatta Airport, in the city of Industry and public entertainment facilities and close to the largest convention center in BSD.

Modernly designed, in accordance with Novotel standards. Furthermore, room interiors follow the modular and functional design guidelines adopted by all Novotel in the world. Located about 10 hectares from Novotel Tangerang has 266 rooms consisting of 17 Suites, 39 main rooms and 210 superior rooms. Equipped with free internet, swimming pool, and spa facilities. At Novotel Tangerang, guests who live on the main floor will get access to check-in services for Premier lounge facilities located on the top floor of the hotel. Premier Lounge provides guests with everything they need from breakfast, afternoon tea and a special room that can be used for exclusive meetings and gatherings. To ensure guest internet access, WIFI in all areas of the hotel can be accessed free of charge.

At Novotel Tangerang, there is a restaurant called The Square Restaurant which serves Asian and European dishes, as well as authentic Indonesian dishes. In addition, there is Lounge Bar as a place that can provide the needs of guests for cocktails, mocktails, and other special drinks. Live music available in the Lounge Bar will add perfectly to relaxing and meeting colleagues even for informal business meetings. The Pool Bar is located on the podium floor which is connected directly to the pool and next to the fitness center and spa.

The Novotel Tangerang Hotel has Five meeting rooms with a capacity of up to 50 people per room and the grandest and largest Grand Ballroom in the city area of Tangerang. With an area of 1,600 m² and a ceiling height of 9m it can accommodate up to 2500 people in one event. This majestic ballroom is elegantly and luxuriously designed, which is perfect for conferences, exhibitions and weddings. So far, many clients from Tangerang and companies around Jakarta have chosen Novotel Tangerang Grand Ballroom to hold events due to the strategic location of Novotel Tangerang

Other supporting facilities available at Novotel Tangerang are business centers that can facilitate businessmen who stay overnight to be able to carry out their activities even if they are in a hotel. To support the needs of the flight crew, there is a crew waiting room specifically provided and free to use when staying at Novotel Tangerang. Facilities provided include coffee breaks, computers, newspapers and magazines in foreign languages. Besides being used to serve check-in and check-out, Crew Lounge is also a separate facility that can be utilized by the crew for free.

2. Facilities of Novotel Tangerang

a. Room Type

Novotel Tangerang has 266 rooms, with various type of categories

- 1) Superior rooms are on floors 1 to 17 and have 28^{m²}, with total 210 rooms (70 king rooms, and 140 twin rooms).
- 2) Executive Premier are on floors 18 to 20 and have 28^{m²}, with total 39 rooms (16 king room, and 23 twin rooms).
- 3) Executive Suite rooms with 19 endings and have 64m² with living room, spacious room, additional toilet, and bathtub, the room only for king bed with total 17 rooms.

b. Restaurant and Bar

1) The Square Restaurant

This is the main restaurant of Novotel Tangerang, all day dining the square restaurant located at podium floor caters up to 230 seats, offer an authentic Western, Asian and Indonesian cuisine.

2) Lounge Bar

This is the lounge bar open from 9.am – 2am located at podium floor with many kind beverages like wine, cocktail, mocktail.

3) Premier lounge

Premier lounge at 20th floor, cozy and relaxing ambience fits to executive traveler's meeting point. It is breakfast venue for premier floor guest including suite room guest.

4) Sixth Sense Bar

Sixth sense located in 6th floor beside the pool and have a beautiful atmosphere and live music performance and DJ show, this bar provides alcohol and non-alcohol beverage also western and Indonesian food, Sixth Sense open every day from 3pm until 3am.

5) Air Crew Lounge

This place is for air crew check in and check out hotel room and the hotel provide some snack, dessert and some beverages for air crew.

c. Meetings rooms

1) Geneva 1

2) Geneva 2

3) Havana 1

4) Havana 2

5) Vienna

d. The Ballroom

1) Ballroom 1

2) Ballroom 2

3) Ballroom 3

4) Ballroom 4

e. Other facilities in Podium Floor

1) Swimming pool

2) Fitness center

- 3) In balance spa
- 4) Kids playground

B. Organizational Structure

Below is the structure organization of Novotel Tangerang. The hotel is owned by PT. Mandiri Maju Kelolatama as the corporate Owner. Hotel Management by Accor Group, the hotel is managed by a General Manager (Windiarto).

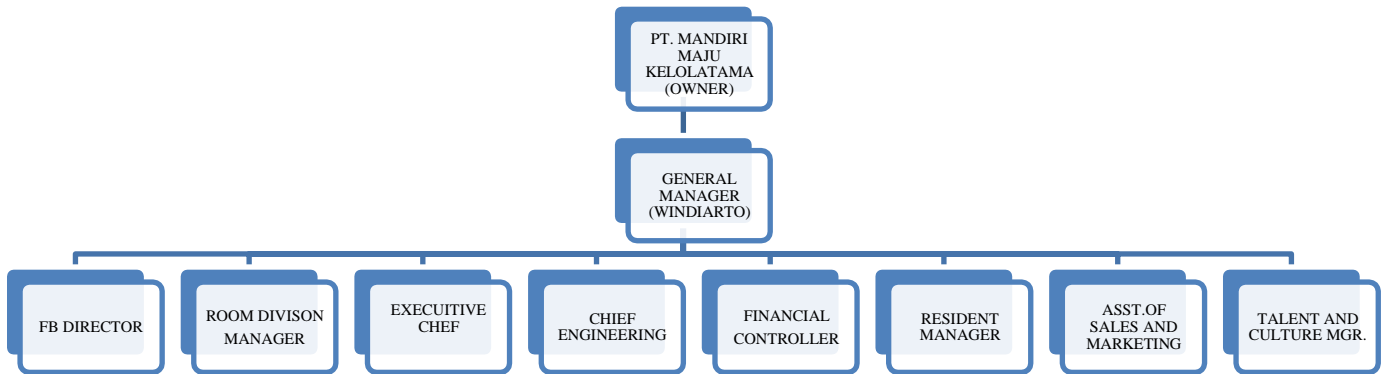


Figure 2.2 Structure Organization Novotel Tangerang.

Since writer was trained under Food Product Department, below is the structure organization of the Food Product Department in Novotel Tangerang.

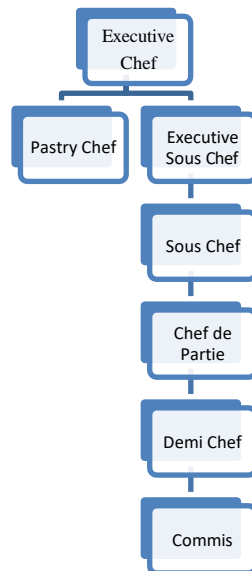


Figure 2.3 Structure Organization of Food Product Dept.

Food Production is a department that is involved in the preparation of food. A process, in which raw materials are cooked, combined and transformed to make a dish. The scope of Food Production has been widening at a faster pace in Indonesia as well as Abroad. A Chef is involved from purchasing to deciding the menu, supervising the kitchen, maintaining the quality of food, sanitation standards, and coming up with new dishes. Food Production department comprises of the hot kitchen, cold kitchen, banquet kitchen, pastry, commissary, butcher.

The position available in food production are:

1. Executive Chef

The Executive chef is responsible for all production including all items produced for hotel, restaurant, banqueting and other outlet. Menu development, food purchase specification and standardized recipes. Development and monitoring of food and labor budgets to the department also fall within this individual purview, as does staff supervision, furthermore and Executive Chef is responsible for maintaining the highest professional food quality and hygiene standards throughout the operations.

2. Executive Sous Chef

Executive Sous Chef is responsible to assist the Executive Chef for overall kitchen operation as a successful independent profit center, ensuring maximum guest satisfaction, through planning, organizing, directing, and controlling the Kitchen operation and administration.

3. Pastry Chef

Pastry chefs is responsible for the baking aspect of kitchens and restaurants, delivering cakes, breads, and any bread-based components to meals. Pastry chefs work with a team of bakers and cooks to prepare, bake and decorate their food, and must keep their team organized, stocked and motivated.

4. Sous Chef

Sous Chefs report directly to Executive Chefs and support them with everyday kitchen activities. Most Sous Chefs resumes describe responsibilities such as directing food preparation, enforcing food safety standards, supervising staff, scheduling staff shifts, training new employees, and ordering food supplies.

5. Chef de Partie (CDP)

Chef De Partie (CDP) job is to support the Head and Chef in a busy kitchen. You are responsible for helping to deliver high-quality food, handling purchase orders and keeping up to date with the newest products, recipes and preparation techniques.

6. Demi Chef

Demi chefs assist executive chefs with an array of different tasks in the kitchen. They must manage their kitchen stations, order food and supplies, and cut down on kitchen waste. Some demi chefs may even be asked to help the executive chef create new menu items.

7. Commis

Commis chefs assist different station chefs (chef de partie) in the kitchen. They help prepare ingredients and do any tasks the chef de partie needs assistance with. In most kitchens, commis chefs are regularly moved around the kitchen so they will assist different chefs.