

## **CHAPTER II**

### **GENERAL DESCRIPTION**

#### **A. Hotel's Profile**

Sofitel Hotels and Resort is own by Accor Hotel. It was founded in 1964 in France, and become a luxury hotels brand in 2008. Sofitel become an international chain hotels in 1970's. First Sofitel hotel opened on 26 June 1964 in Starsbourg, France. For the international development, first international chain hotel of Sofitel opened in 1975 in United States. Sofitel Bali Nusa Dua is opened in 2013. It is located in ITDC Lot N5, Badung, Bali.

Sofitel Bali Nusa Dua has a modern architectures. It also have 415 rooms including 22 suites and 17 villas. It also have 2 restaurants, Kwee Zeen 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. Club Millesime provide breakfast, Le gouter (afternoon tea), and cocktail hour (Apero Chic). Around the area of Sofitel, people can find Bali Nusa Dua Theatre, The Bali Nusa Dua Golf Club, and the Bali Collection Shopping, dining, and entertainment centre. And Sofitel Bali has a beachside pathway stretched over 7 kilometers.

## **B. Hotel Facilities**

### **1. Restaurants**

#### **a. Kwee Zeen**

Open 24 hours serving Pan Asian cuisines. Provide buffet for breakfast and dinner. A *ala carte* start between the breakfast and dinner.

#### **b. Cucina**

Open from 6pm until 11pm, Cucina restaurant serve Italian cuisine. Guest can do a romantic dinner in the cucina with another additional charges.

### **2. Bar**

#### **a. Toya Beach Bar and Grill**

Open from 10am until 10pm, Toya Beach Bar and Grill serve cocktails and barbecue buffet with breeze atmosphere because it's located by the beach.

#### **b. Le Bar**

Open from 8am until 1am, Le Bar serve any kind of cocktails, with a focus on Martinis and Light Bites.

#### **c. L'OH Pool Bar**

Open from 8am until 8pm, L'OH Pool Bar serve cocktails and light bites which is located besides the pool.

### **3. Other facilities in Sofitel Bali Nusa Dua Beach and Resort:**

- So Fit (gym)  
Open from 6.00 until 22.00, So Fit have a good facilities and professional private trainer.
  
- So Spa  
So Spa has indoor and outdoor spa. Outdoor spa will be on the Beach Gazebo and indoor spa will be on the So Spa. Beach Gazebo will be closed at 18.00.
  
- Club Millesime open from 6.30 until 22.00.  
Guest who has the club access will have some benefit which is:
  - Breakfast (6.30-11.00)
  - Le Gouter / Afternoon tea (15.00-17.00)
  - Aperochic / Cocktail (17.30-19.30)Kids below 11 years old cannot come to the Club Millesime during the Aperochic time only.  
  
Guest can still have enjoy their benefit even they already checked out.
  
- Departure lounge  
Will be closed at 1am. Departure lounge provide bathroom for those who want to use it after checked out.
  
- Swimming Pool  
There are 3 pools that the guest can use from morning until 7pm. Guest that stay in Luxury Room with Pol Access can swim from their room to the main pool.

- Kids Club
 

Club Millesime guest can put their Kids in the Kids Club during Apero chic. Kids club open from 8.00 until 18.00. Except for the Club Millesime guest, their kids can stay until 19.30.
- In room service open 24 hours
 

Guest just need to dial 0 from the phone and order.
- Gamelan Ballroom (400+ capacity)
 

Gamelan Ballroom is the biggest ballroom in Sofitel Bali Nusa Dua Beach and Resort. Usually use for big wedding.
- Jewel Box
 

With a very beautiful location and view. Jewel Box is usually use for small wedding or small event.
- Free Wi-Fi
 

Wi-Fi signal is everywhere, so the guest can use it everywhere inside the resort.
- Operator service 24 hours
 

Every guest who need assistant can easily dial 0 from the room to the operator.
- Butler service (Suite and Villa only) 7am until 12am.
 

Butler service only for those who stay in Suites and Villa, and have a Club Millesime access.

#### 4. Hotel Facilities Photos

Sofitel Bali Nusa Dua have 415 rooms including 22 suites and 17 villas.

##### a. Type of Room

- Luxury Room King Size



Figure 1.1

- Luxury Room Twin Bed



Figure 1.2

- Luxury Room with Pool Access



Figure 1.3

▪ **Luxury Room with Plunge Pool**



Figure 1.4

▪ **Honeymoon Suite with King Size Bed**



Picture 1.5

Figure 1.5

▪ **Prestige Suite with King Size Bed**



Figure 1.6

▪ One Bedroom Villa



Picture 1.7

▪ Two Bedroom Villa



Picture 1.8

▪ Presidential Villa with Three Bedroom



Picture 1.9

## b. Restaurant

- Kwee Zeen



Picture 1.10

- Cucina



Picture 1.11

- Club Milesime



Picture 1.12



■ Pool



Picture 1.13

■ SoFit



Picture 1.14

### C. Organizational Structure of a Hotel

Structural organization is very importance in hotel industry. It helps the staff to do their own job description easily. The organizational structure make the hotel performance run well. It also make the staff know their responsibilities and know their position.

There are two organizational structure, the first one is the common organizational structure, and the second is the Front Office department structure.

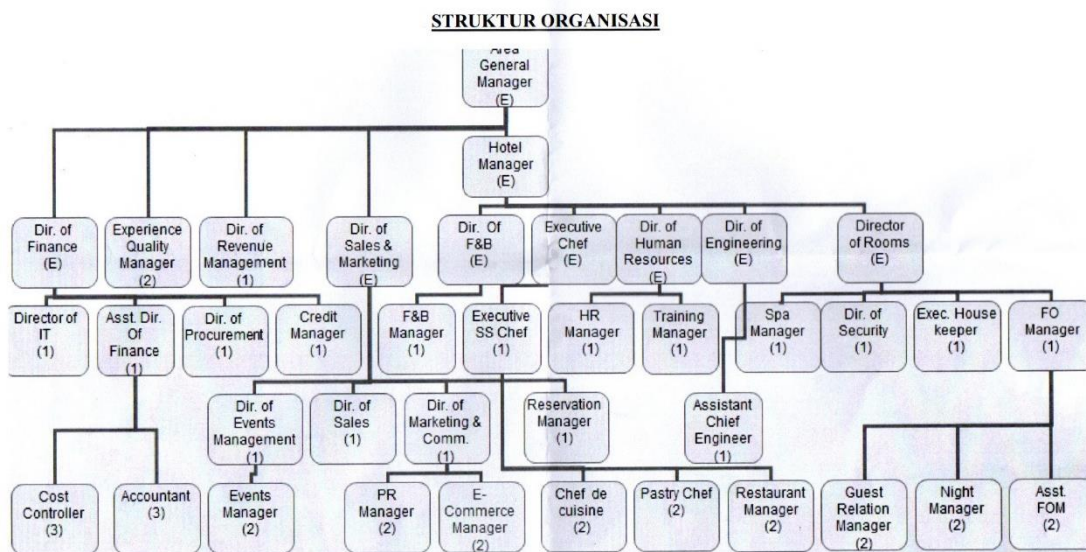


Table of figure 2.1

Organization Structure of Sofitel Bali Nusa Dua

