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CHAPTER II

GENERAL DESCRIPTION

A. Company Profile

Novotel Tangerang was inaugurated on the 15th of October 2014 is a hotel with the first Novotel brand, managed by Accorhotels in the Tangerang area. This international standard Hotel is present to meet the needs of businessmen and tourists with international standard facilities and services, especially in the Tangerang and surrounding areas.

Novotel Tangerang, this 4-star hotel is located in Tangcity Superblock area, Jln. Sudirman No. 1 Tangerang. By stating the hotel and the mall in the Superblock area, this makes synergies with each other and supporting each other. The location of Novotel Tangerang is strategically located in the heart of Tangerang city, close to Soetta Airport, located in the industrial city and public entertainment facilities and close to the largest convention center in BSD.

Modernly designed, in accordance with Novotel standard. Here are the room interiors that follow the modular and functional design guidelines that are designed by all Novotel in the world. Located about 10 hectares of Novotel Tangerang has 266 rooms consisting of 17 Suites, 39 premier room, and 210 superior room. Equipped with free internet facilities, swimming pool, and spa. At Novotel Tangerang, guests staying at the premier floor will receive an access check-in service for Premier Lounge facilities located at the top of the hotel. The Premier Lounge provides trainee guests with the needs of breakfast, high tea and a special room that can be benefited for exclusive meetings and gatherings. To ensure guest Internet accessibility, WIFI throughout 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 Nusantara dishes. There is also a Lounge Bar where guests can provide cocktails, mocktails, and other signature drinks. Live Music available at the Pool Bar will add perfectly to relax and meet colleagues even for informal business meetings. Located on the podium floor, the pool Bar is directly connected to the swimming pool and is adjacent to the In Balance Fitness and Spa.




Novotel Tangerang Hotel has 6 (six) meeting rooms with capacity up to 50 people per room and the Grand Ballroom and the largest in the area of Tangerang city. With an area of 1600 m² and a high ceiling, 9m can accommodate guests up to 2500 people in a suitable for the airport and complete facilities and adequate is the main reason for the airline to entrust their crew accommodation at Novotel Tangerang upon landing at Soekarno Hatta Airport.



conference, exhibition and wedding ceremony. So far, many clients from the company of Tangerang and Jakarta surrounding has chosen Grand ballroom Novotel Tangerang to hold the event because the location of Novotel Tangerang is strategic and not constrained by congestion.

Other supporting facilities in Novotel Tangerang are a business center that can facilitate the businessman who stays to be able to run the activities even though they are in the hotel. To support the one-time event. The Grand Ballroom is elegantly designed and luxurious, which is for the airline crew, there is a special crew lounge available and free to be used while staying at Novotel Tangerang. Facilities include a coffee break, computer, newspapers, and magazines with foreign languages. Besides being used to serve to check in and check out, Crew Lounge is also a separate facility that can be used by the Crew for free. For the kids themselves, there is a kids corner with the needs of games that can train the motor, kids books, and video games.



Guests staying at Novotel Tangerang are not only from business and leisure families, but Novotel Tangerang is also a destination for national and International airline crews. The location close to


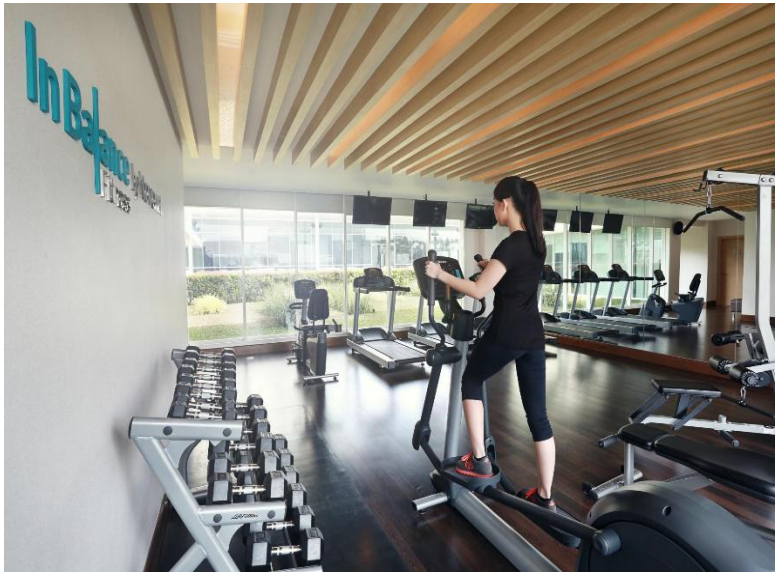
B. Room Types



No	Room Type	Picture	Benefit
1	Superior Twin	 <p>Figure 2.1</p>	32sqm -Minibar -Tv -internet -phone Food And Beverage Facilities •Free in Room Mineral Water, •Coffee/tea making facilities, •Mini Bar, •Illy coffee machine, •Fridge
	Double	 <p>Figure 2.2</p>	
		 <p>Figure 2.3</p>	




3	Executive suite/ Suite room	 <p data-bbox="742 716 869 757">Figure 2.7</p>  <p data-bbox="742 1261 869 1301">Figure 2.8</p>	<p data-bbox="1189 228 1284 264">42sqm</p> <ul data-bbox="1189 280 1412 929" style="list-style-type: none"> <li data-bbox="1189 280 1316 315">-Minibar <li data-bbox="1189 331 1252 367">-Tv <li data-bbox="1189 383 1316 418">-Internet <li data-bbox="1189 434 1300 470">-Phone <li data-bbox="1189 486 1380 521">-Coffe maker <li data-bbox="1189 537 1380 573">-Music player with bluethoot <li data-bbox="1189 589 1380 624">-Free parking <li data-bbox="1189 640 1412 676">-Free access to executive lounge <li data-bbox="1189 692 1316 728">-sofa bed <li data-bbox="1189 743 1316 779">-bathtub <p data-bbox="1189 940 1332 1093">Food And Beverage Facilities</p> <ul data-bbox="1189 1108 1396 1601" style="list-style-type: none"> <li data-bbox="1189 1108 1396 1144">•Free in Room Mineral Water, <li data-bbox="1189 1160 1348 1196">•Coffee/tea making facilities, <li data-bbox="1189 1211 1332 1247">•Mini Bar, <li data-bbox="1189 1263 1348 1299">•Illy coffee machine, <li data-bbox="1189 1314 1300 1350">•Fridge
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C. Hotel Facilities

NO	Facilities Name	Pictures	Open hour
1	The Squere (Restaurant)	 <p>Figure 2.9</p>  <p>Figure 2.10</p>	<p>Weekdays</p> <p>Breakfast :Buffet</p> <p>06:00 - 10:00</p> <p>Lunch : A La Cart</p> <p>12:00 -15:00</p> <p>Dinner : A La Cart</p> <p>18:00 - 21:00</p> <p>Weekend</p> <p>Breakfast :</p> <p>Buffet</p> <p>06:00 -11:00</p> <p>Lunch : A La Cart</p> <p>12:00 - 16:00</p> <p>Dinner :Buffet</p> <p>18:00 - 22:00</p>

2	Swimming Pool	 <p>Figure 2.11</p>	06:00-18:00
3	Fitness Centre	 <p>Figure 2.12</p>	06:00 – 24:00




4	Wellness Centre	 <p>Figure 2.13</p>  <p>Figure 2.14</p>	09:00 – 21:00
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5	Crew Lounge	 <p>Figure 2.15</p>	24 Hours
6	Premier Lounge	 <p>Figure 2.16</p>	6:00 - 23:00
7	Six Sense (New Poolbar)	 <p>Figure 2.17</p>	15:00 - 02:00

8	Bar	 <p>Figure 2.18</p>	06:00 - 02:00
9	Kid pool & playground	 <p>Figure 2.19</p>	06:00-18:00



Figure 2.20

10	Meeting room (Havanna, Vienna, Geneva)	 <p>Figure 2.21</p>  <p>Figure 2.22</p>	24 Hours
12	Grand Ballroom	 <p>Figure 2.23</p>	24 Hours

13	Web Corner (Copy/Print facilities)	 <p>Figure 2.24</p>	24 Hour
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D. Organizational Structure of a Hotel

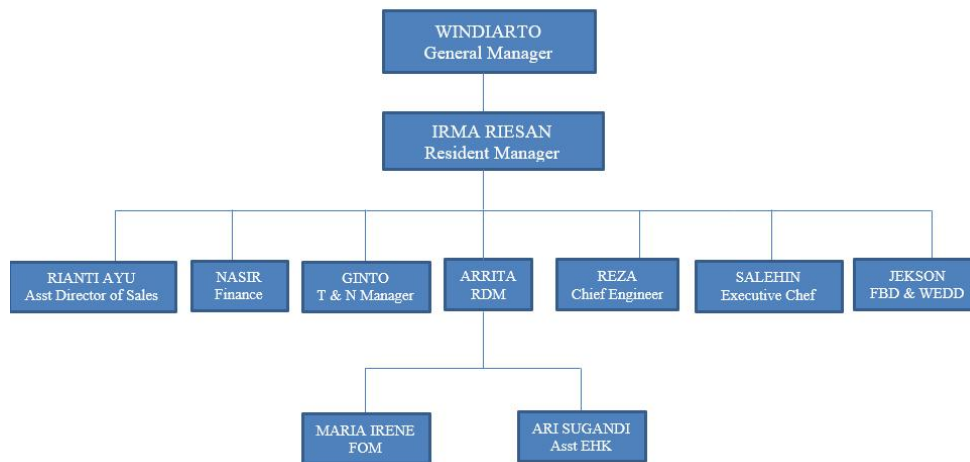


Chart 2.1

The Hotel Organization Chart

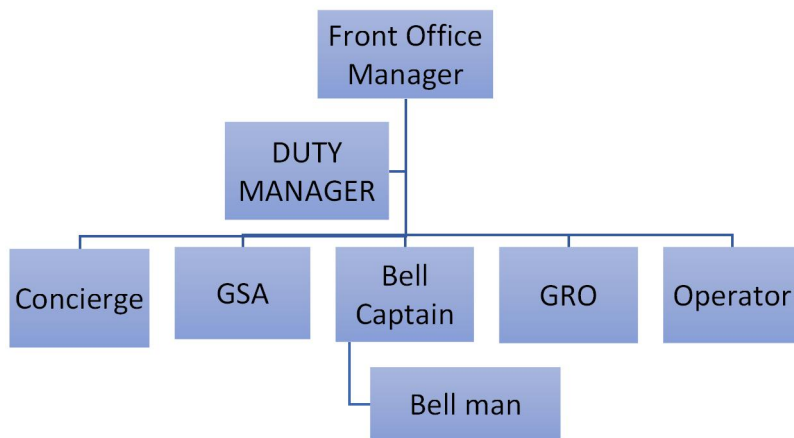


Chart 2.2

The Front Office Department Organization