

CHAPTER II

GENERAL DESCRIPTION

A. Company's Profile

1. Hotel's Overview

Mercure BSD City is a four-star business hotel that was opened in December 2019. This hotel is part of Accor Group alongside several other famous hotel brands. Mercure BSD City is located in Jl. Edutown CBD 55 Kavling Lot No. 8 BSD City Pagedangan, 15339, Tangerang. Indonesia.



Figure 1.1 Mercure BSD City

Located right next to AEON Mall BSD and several other places to visit makes Mercure BSD City the perfect place for several types of guests. Close to the heart of BSD but not toward the very center of the City makes it quite balanced for business trips, family trips, or guests who want to have staycation. Due to the great economic dynamic of the area this will also benefit the guest who wants to experience BSD city from a great spot.

With 160 rooms and modern facilities with a hint of local culture decoration will accommodate various types of needs and wants

of the guests. Kitchen Yard is the restaurant of Mercure BSD City that will serve a plethora of dishes to satisfy guests

craving from Indonesian cuisine to international dishes on the menu. Mercure BSD City also has 9 Meeting rooms as one of their main facilities to make sure events and business projects can be run well.

2. Hotel Facilities

Mercure BSD City Have 3 Types of rooms and 1 type of Suite

- a. superior room with Double Bed (31 m2/ 334 sq ft)



Figure 1.2 Superior room with Double Bed

- b. superior room with twin bed (31 m2/ 334 sq ft)

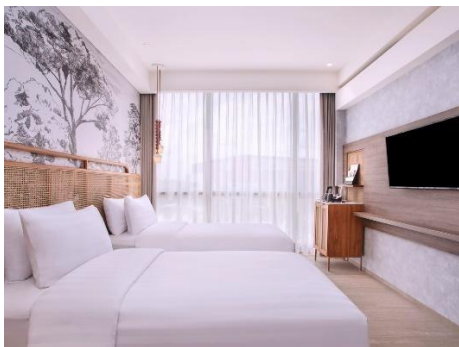


Figure 1.3 Superior room with twin bed

- c. privilege room with Double Bed (31 m2/ 334 sq ft)



Figure 1.4 Privilege room with Double Bed

d. superior Suite With Double Bed (47 m2/ 506 sq ft)



Figure 1.5 superior suite with Double Bed

e. privilege room with Double Bed

There are 9 Meeting rooms in Mercure BSD City on the mezzanine floor. With the maximum of 50 participants in the 145 m2 room. 2 of the meeting rooms can be merged into one ballroom (BSD 1 and BSD 2)

- a. Meeting room 1: BSD 1 (145 sqm)
- b. Meeting room 2 :BSD 2 (145 sqm)
- c. Meeting room 3: BSD 3 (36,48 sqm)
- d. Meeting room 4: BSD 4 (36,48 sqm)
- e. Meeting room 5: BSD 5 (31,92 sqm)
- f. Meeting room 6 :BSD 6 (26,88 sqm)
- g. Meeting room 7 :BSD 7 (26,88 sqm)
- h. Meeting room 8 :BSD 8 (26,88 sqm)
- i. Meeting room 9 :BSD 9 (44,46 sqm)

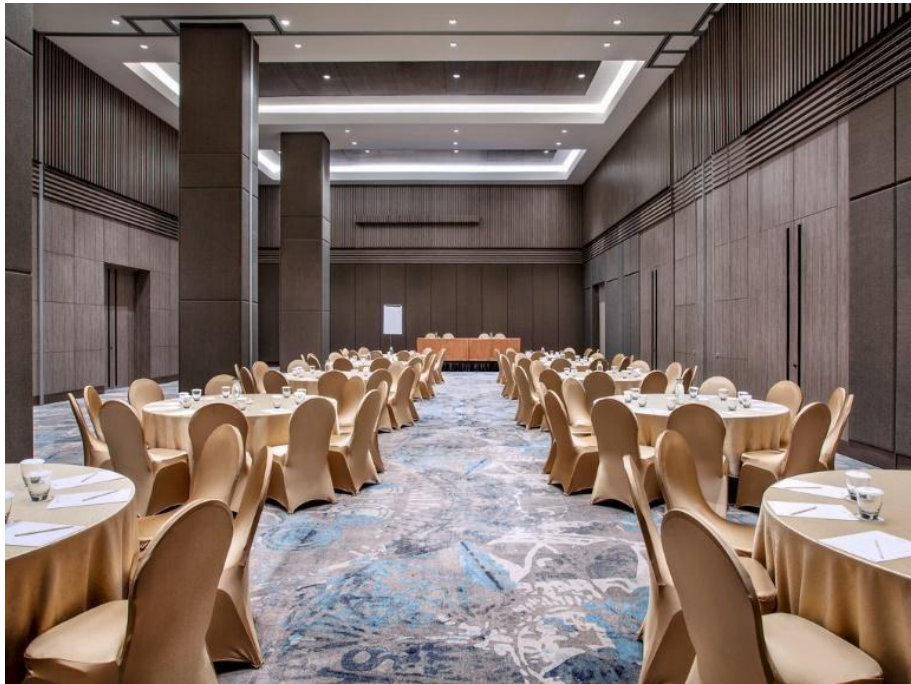


Figure 1.6 Ballroom



figure 1.7 meeting room

There are 1 Restaurant in Mercure BSD City and 1 Lobby bar

a. Kitchen Yard



Figure 1.8 - Kitchen Yard

b. Lobby bar

Besides these main facilities there are several other that will complete the guest's experience.

a. Gym



Figure 1.9 – Gym

b. Swimming pool



Figure 1.10 - Swimming pool

- a. WiFi Access
- b. Disability access
- c. Concierge service
- d. Free Parking access
- e. Outdoor access for kids
- f. 24 Hours receptionist
- g. 24 Hours Room Service

3. Organizational Structure of A Hotel

a. Hotel Organization Chart

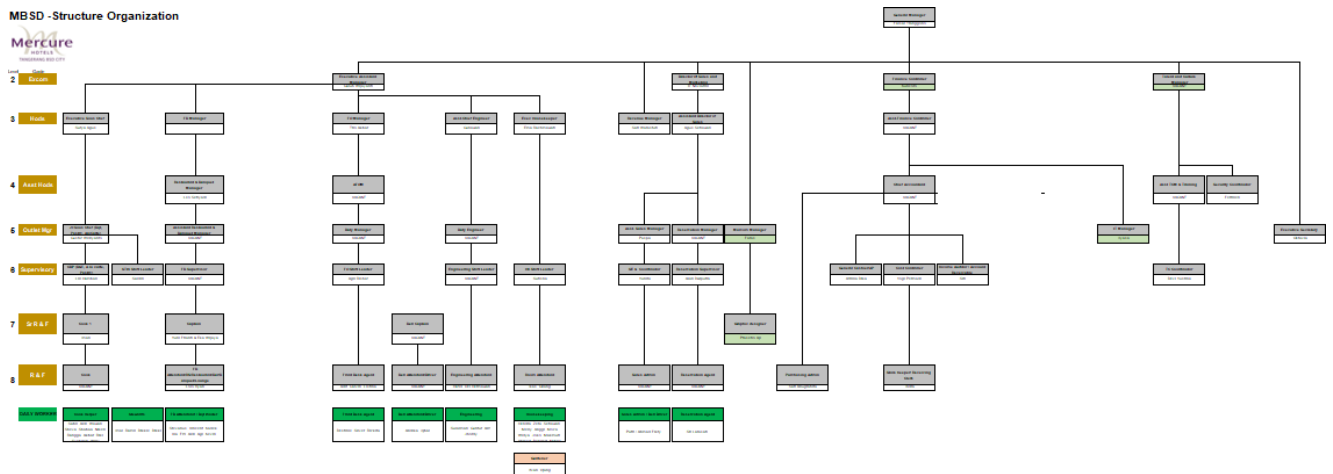


Chart 2.1 - Hotel Organization Chart

In Every Hotel there is an organizational chart that shows all the hierarchy of the people who are incharge in each department. Here are the general description of their responsibilities.

1. General Manager

As the General Manager, they hold the responsibility of ensuring everything runs smoothly in the hotel. overseeing each department from FnB, Rooms, Engineering, Sales, Revenue and all part of the department to make sure that all the activities happening are the best service given to the guest and can also benefit the hotel.

2. Rooms Department

Separated as 2 divisions; Front office and House-keeping these departments will be directly in touch with the guest from the very start during arrival until their last moment in the hotel during the departure process. Front office will take care of the guest by directly communicating with them while the housekeeping department will give great service by ensuring cleanliness around the hotel for the guest.

1. Food and Beverage Department

Parted into 2 divisions both Fnb Product and Fnb Service work together to create food and beverage products and serve it to the guest. they're responsible to make sure every product consumed by the guest has the best quality and in a good condition. to achieve this the Service and Product department have to have a great workflow and cooperation throughout the day

2. Human Resources Department

Known as the Talent and Culture department in Mercure, they have the responsibility to make sure every staff in the hotel gives the best they could and work based on standard operation given by the hotel. In general they work to recruit, manage and also supervise the human resources.

3. Sales and marketing department

The team behind all meetings, promotional packages, weddings, birthdays, and all events happening in the hotel. They need to find a guest to make an event in the hotel. all of this promotional package or event will be promoted through website, social media and in person.

4. Finance Department

Every purchase, revenue, expenses will be overseen by the finance department. The finance controller has the responsibility to make sure every little thing that is related to money in the hotel is balanced, written in detail and used wisely.

5. IT Department

All activities in the hotel, one way or another, are connected with the system. The IT department has to make sure everything in the system runs smoothly and also the supporting components like networks, telephone, used hardware, and software, etc.

6. Engineering Department

The responsibilities of this department is to make sure that every fixture, appliances are in good condition to be used so the operational activities can run smoothly. they also need to maintain all other

7. Security Department

This department needs to make sure the safety of the entire hotel, they need to make sure they know everything about what and who goes out from and goes into the hotel. They also need to supervise every area to ensure that the hotel is safe and comfortable for the guest to stay.

The writer have the opportunity to take part in kitchen team/ food production team here are the organizational chart of Food Production Department and their Job Description

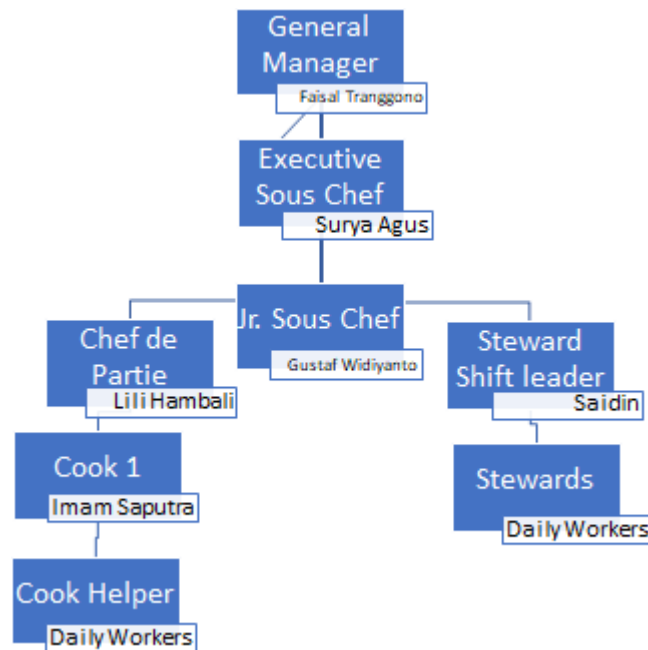


Chart 2.2 - Food Production Organization Chart

1. Executive sous chef

The Executive Sous Chef has the responsibility to oversee overall daily operations and make sure everything went smoothly according to the SOP. The executive sous chef also is responsible for administrative works such as creating promotional dishes, constructing buffet menu rotation, etc Executive Sous Chef also gives training to the staff to make sure everything happening in the kitchen goes smoothly based on standard.

2. Jr. Sous chef

As the Junior Sous Chef, their responsibility is to assist the Executive sous chef and also replace the executive sous chef when they're not available. in Mercure BSD City the Jr. Sous Chef also focuses on taking part in the pastry section.

3. Chef De Partie

Chef De Partie is the person in charge for overseeing and responsible for daily operational activities and also responsible for supervising the staff alongside the Jr. Sous chef.

4. Commis

all the commis responsible to run all the operational activities under the supervision from CDP and Sous Chefs. their main tasks are preparing food for daily operation

5. Steward

All daily operations need to run smoothly, not only from the production process but also all the utensils and equipment needed to be taken care of. from all the cleaning, preparing and also keeping them in the storage with the written detailed quantity.