

CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History

UMN Dormitory is located in Jl. Pd. Hijau Golf Raya, Cihuni, Kec. Klp. Dua, Tangerang, Banten 15810. UMN Dormitory which was previously a boarding house for Sumarecon employees was taken over by Universitas Multimedia Nusantara and began to be used as students dormitory in 2011. UMN Dormitory is provided for students who come mostly outside Jabodetabek. The UMN Dormitory is managed by Mrs. Evy Novita R, ST under the responsibility of Mr. Ir. Andrey Andoko, M.Sc (Vice Rector for General and Financial Affairs of UMN).

The UMN Dormitory has 219 rooms with a capacity of 351 people and consists of three main buildings such as building A, B, and C. Building A for male students, while buildings B and C are buildings for female students. Each building consists of a single room and a double room, a single room is 3,8 x 4 m² and a double room is 4 x 4 m². Building A consists of four floors and has 75 rooms such as 28 single rooms and 47 double rooms. Building B consists of four floors, has 57 rooms such as 19 single rooms and 38 double rooms, moreover provides a bathroom on each floor and each room. Building C consists of four floors, has 87 rooms such as 40 single rooms and 47 double rooms, and provides a bathroom in each room.









Figure 2.1 UMN Dormitory





2. Facilities

Each room is equipped with a spring bed, wardrobe, study table, study chair, and full AC. It is generally equipped with a guest lobby, pantry on each floor (equipped with a refrigerator, gas stove, and microwave), 24-hour internet connection (accessible from each room), integrated security system. The student also can request room cleaning so the cleaning service will ready to clean the room. The UMN Dormitory also has laundry, stationary, a canteen for employees and students, a discussion room for group study (Student Lounge), parking for vehicles (cars, motorbikes, and bicycles). The student Lounge is equipped with the facilities such as a chair, table, air conditioning that makes the student feel comfortable.

Table 2.1 UMN Dormitory

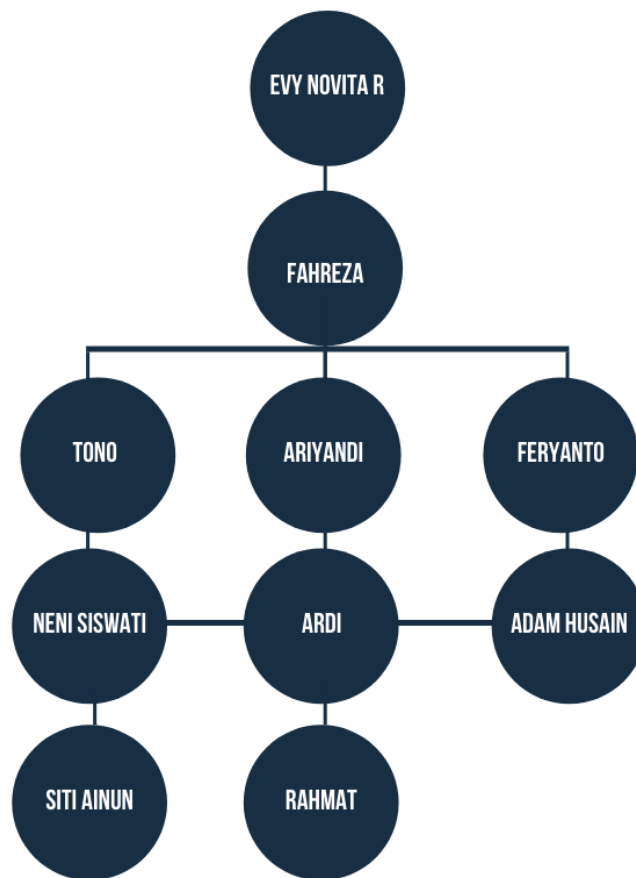
No.	Dormitory facilities	Description
1.	 <p data-bbox="378 1583 740 1614">Figure 2.2 Lobby Building B</p>	<p data-bbox="841 1293 1360 1434">a. Benefit: Lobby A and B have one main lobby, usually for the reception, check body temperature, write a complaint.</p> <p data-bbox="841 1440 1360 1472">b. Opening hours: 08.00 until 22.00</p>

2.	 <p>Figure 2.3 Lobby Building C</p>	<p>a. Benefit: Lobby C usually for checking goods and write a complaint.</p> <p>b. Opening hours: 08.00 until 22.00</p>
3.	 <p>Figure 2.4 Parking Area</p>	<p>a. Benefit: The parking area has three areas namely parking for cars, motorbikes, and bicycles. Car park located in front of the lobby B and C, bicycles park located in front of the lobby, and motorbikes park located behind building B.</p> <p>b. Opening hours: 24 hours</p>
4.	 <p>Figure 2.5 Student Lounge</p>	<p>a. Benefit: The student lounge in the lobby of UMN Dormitory building B. Student Lounge is equipped with facilities such as chairs and tables as well as air conditioning that makes students comfortable to linger there.</p> <p>b. Opening hours: 08.00 until 22.00</p>
5.	 <p>Figure 2.6 Single Room</p>	<p>a. The room size is $3.8 \times 4 \text{ m}^2$</p> <p>b. Benefit: Each room has a bed and spring bed (spring bed), a study table and wardrobe for each student, a bathroom in the room, Full AC.</p> <p>c. The number of rooms in building A is 28 single rooms, building B is 19 single rooms, and building C is 40 single rooms.</p>
6.	 <p>Figure 2.7 Double Room</p>	<p>a. The room size is $4 \times 4 \text{ m}^2$</p> <p>b. Benefit: Each room has a bed and spring bed, a study table and wardrobe for each student, a bathroom in the room, Full AC.</p> <p>c. The number of rooms in building A is 47 double rooms, building B is 38 double rooms, and building C is 47 double rooms.</p>

7.	 <p style="text-align: center;">Figure 2.8 Pantry</p>	<p>a. Benefit: The UMN Dormitory also has shared facilities such as a pantry. Each floor of the UMN Dormitory building is equipped with a pantry equipped with a table, chairs, and a shared refrigerator.</p>
8.	 <p style="text-align: center;">Figure 2.9 Canteen</p>	<p>a. Benefit: UMN Dormitory provides a canteen that sells various foods at affordable prices.</p> <p>b. Offers Indonesian foods such as Soto, fried rice, and side dishes.</p>
9.	 <p style="text-align: center;">Figure 2.10 Laundry</p>	<p>a. Benefit: UMN Dormitory building C has laundry facilities which are open every day. Per kilo, will be charged 10,000 rupiahs excluding iron.</p> <p>b. Opening hours: 08.00 until 16.00</p>
10.	 <p style="text-align: center;">Figure 2.11 Basketball Court</p>	<p>a. Benefit: The basketball court is another facility in UMN Dormitory while students can play in the outdoor area.</p>

B. Organizational Structure

In this section, inform the Organization Structure Chart of UMN Dormitory from the Manager, Housekeeping Supervisor, and the Housekeeping team. The Manager is Mrs. Evy Novita Ritonga and the Housekeeping Supervisor is Mr. Fahreza. The Housekeeping team called CSO (Cleaning Service Officer) such as Mr. Tono, Mr. Ariyandi, Mr. Feryanto, Mr. Ardi, Mr. Adam Husain, Mrs. Neni Siswati, Mrs. Siti Ainun, and Mr. Rahmat. The male CSO (Cleaning Service Officer) handles building A and the female CSO (Cleaning Service Officer) handles building B and C.



Figures 2.12 Organizational Charts of UMN Dormitory