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## **CHAPTER II**

### **GENERAL DESCRIPTION**

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

##### **1. History**

UMN Dormitory was located in Jl. Pd. Hijau Golf Raya, Cihuni, Kec. Klp. Dua, Tangerang, Banten 15810. UMN Dormitory was located about two kilometres from the university. In 2009, UMN Dormitory, which was previously a boarding house for Sumarecon employees, was taken over by the UMN and began to be used in 2011.

Dormitory UMN is one of the facilities that are provided by UMN for their student, especially that comes from outside Jabodetabek. The purpose of Dormitory UMN is to form independent students. Sensitive and able to adapt to a pluralistic environment and foster the spirit of student creativity. UMN dormitory managed by Mrs Evy Novita R, ST, Under the responsibility of Mr Ir. Andrey Andoko, M.Sc ( Vice-Chancellor II UMN.)

The Dormitory consists of three main buildings, namely buildings A, B, and C. Each building consists of a single and double bedroom, and a single room consists of 3, 8 x 4meters<sup>2</sup>, and double rooms consist of 4 x 4meters<sup>2</sup> and a bathroom outside and inside. The first is building A, which is exclusively for men, consists of 4 floors, and has 75 rooms with 28 single rooms and 47 double rooms.

The second building is building B, which is exclusively for women, consists of 4 floors. It has 57 rooms with 19 single rooms and 38 double rooms, for the third building is building C, which is exclusively for the woman, consisting of four floors, 87 rooms with 40 single rooms, and 47 double rooms.





**Figure 2. 1**  
**UMN Dormitory Building**




2. Facilities

The facilities provided by the dormitory UMN are the main lobby, pantry on each floor (refrigerator, gas stove, and microwave), 24-hour internet connection, integrated security system, cleaning service, stationery, canteen, discussion room, parking area, spring bed, wardrobe, study desks, study chairs, and full ac.

**Table 2. 1**  
**Facilities at UMN Dormitory**

No.	Room Type	Description
1.	Figure 2.2 Lobby 	Used to welcome guests, check body temperature during a pandemic, a place to record information on students who occupy the Dormitory.

<p>2.</p>	<p style="text-align: center;"><b>Figure 2.3 Meeting Room</b></p> 	<p>This meeting room is usually used for student meetings, a study room equipped with various types of books, a capacity of about 30 people, and equipped with two air conditioners.</p>
<p>3.</p>	<p style="text-align: center;"><b>Figure 2.4 Parking Area</b></p> 	<p>The parking area is divide into three regions. Namely, there are two car parking areas in buildings B and C, a motorcycle parking area behind building B, and a bicycle parking area beside buildings B and C.</p>

<p>4.</p>	<p style="text-align: center;">Figure 2.5 Laundry Area</p> 	<p>The laundry area provided by Clean Plus can be accessed by i-students who occupy the Dormitory at an affordable price, namely, folding dry cleaning IDR 30,000 / 3 kg and dry cleaning iron IDR 35,000 / 3 kg. Open: 8.00 am Closed: 04.00 pm</p>
<p>5.</p>	<p style="text-align: center;">Figure 2.6 Canteen Area</p> 	<p>The Dormitory UMN Canteen is located next to the CCTV room, and behind the C building, the canteen sells some food, among others, such as the UMN branch of Soto, and side dishes.</p>
<p>6.</p>	<p style="text-align: center;">Figure 2.7 Pantry Area</p> 	<p>Pantry Room, located on each floor of the A-C building, is equipped with a refrigerator, stove, microwave, sink, hand soap, fan, TV, dining table, and chairs.</p>

**Table 2. 2**  
**Rooms Facilities**

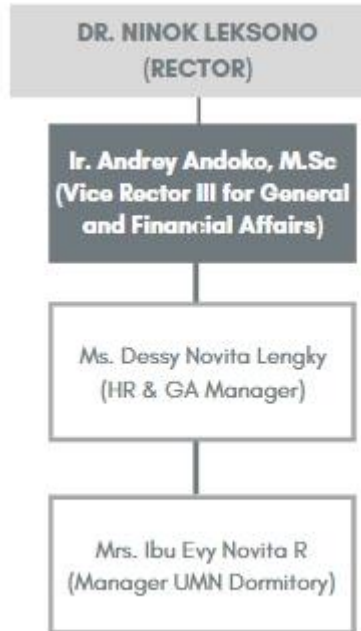
No.	Rooms Type	Description
1.	<p style="text-align: center;">Figure 2.8 Single Room</p> 	<ul style="list-style-type: none"> <li>• Facilities: Wifi 24 hours, one single bed, one toilet, one window, one telephone, one cupboard and study table, and one air conditioner.</li> <li>• Rate: Rp 1.850.000 – 2.500.000,-</li> </ul>
2.	<p style="text-align: center;">Figure 2.9 Double Room</p> 	<ul style="list-style-type: none"> <li>• Facilities: Wifi 24 hours, two single beds, one toilet, one window, one telephone, two cupboards and a study table, and one air conditioner.</li> <li>• Rate: Rp 1.350.000 – 1.650.000,-</li> </ul>

## **B. Organizational Structure**

Dormitory UMN has an organizational structure from Dr Ninok Leksono as a Rectorate UMN, Ir. Andrey Handoko, M.Sc as a Vice-Chancellor II, Mrs Dessy Novita Lengkey as an HR UMN, and Mrs Evy Novita Ritonga as a Manager UMN Dormitory.

Furthermore, Dormitory UMN has an organizational structure in housekeeping, with Mr Fahreza Egiansah as a Supervisor, and followed by Mr Tono, Mr Ariyadi, Mr Feryanto, Mr Ardi, Mr Adam Husain, Mrs Neni Siswati, and Mrs Siti Ainun as housekeeping staff.

**Figure 2. 10**  
**Organizational Charts of UMN Dormitory**



**Figure 2. 11**  
**Organizational Charts of the Housekeeping Department**



Each position must have their respective duties according to their needs. At UMN Dormitory, each part has been assigning the following task:

**Table 2. 3**  
**Housekeeping Department Duties**

No	Job Description	Frequency	Handle By
1.	Briefing before starting work	Routine	Staff and Supervisor
2.	Corridor and Toilet Checking.	Routine	Supervisor
3.	Dusting, Sweeping, Mopping Lobby, Toilet Cleaning, Canteen Cleaning, Office CCTV Cleaning, and Security Area Cleaning.	Routine	Staff
4.	Corridor Cleaning, Door Cleaning, Room Cleaning, Shoes Rack Cleaning, Pantry Cleaning.	Routine	Staff
5.	Job Order.	Routine	Staff
6.	Yard Cleaning.	Routine	Staff
7.	Washing Tools after work	Routine	Staff
8.	Handover Events in the Area	Routine	Staff