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## **CHAPTER II**

### **GENERAL DESCRIPTION**

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

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

Kompas Gramedia founded Universitas Multimedia Nusantara in 2005 and built-in 2006. Since that year, UMN has built four buildings. Building A, B, C, and D. In the year 2017, UMN opened two new study programs, D3 Perhotelan and Multimedia Journalism. Universitas Multimedia Nusantara has its unique logo with a meaningful philosophy on it. First is a globe. Globe in UMN logo has a meaning the desired existence of Universitas Multimedia Nusantara which has a presence as a university that has international credibility. Universitas Multimedia is a global university that is not oriented to any particular class, religion, ideology, or group.

White squares on the UMN logo explain the advancement of communication and information technology that can play a role in the various fields of life in the world, which are all connected-uniting the communities that are connected with good communication to form a harmonious world community. Last is the blue color on the UMN logo. The blue color has a meaning of technology, mainly information and communication technology (ICT).

White squares that opened means that UMN, every human being and all aspects of life, had the idea of having the openness to continue to develop and always ready to go beyond the unlimited aspirations out there. ICT must be able to help to deliver it.



Figure 2.1 Universitas Multimedia Nusantara Logo

UMN Dormitory is one of the facilities provided by Universitas Multimedia Nusantara for the students from outside Jabodetabek. The purpose of establishing the UMN dormitory is to form students who are independent, sensitive, and able to adapt to a pluralistic environment and foster a spirit of creativity of college students. The UMN Dormitory is managed by Mrs. Evy Novita R, ST, and under the responsibility of Mr. Ir. Andrey Andoko, M.Sc, the Vice-Rector for General and Financial who holds the highest responsibility for UMN Dormitory.



Figure 2.2 UMN Dormitory

## 2. Facilities

UMN Dormitory has three buildings. There are building A, building B, and building C, building A for male residents, Building B and Building C for female residents. Total rooms in UMN Dormitory are 219 rooms. There are two types of rooms, a single room and a double room. Each room is equipped with a spring bed, wardrobe clothes, study tables, study chairs, and full AC. For facilities UMN public dormitory is equipped with a guest lobby, pantry on each floor (equipped with refrigerator, gas stove, and microwave), 24-hour internet connection (can be accessed from each room), an integrated security system, cleaning service, stationery, canteen, discussion room for study together, parking space for vehicles (cars, motorbikes, and bicycles).

Table 2.1  
Rooms in Dormitory UMN

No.	Room Type	Description
1.	 <p>Figure 2.3 Single Bed Room</p>	<p>a. The room size: 3,8 x 4 meters</p> <p>b. Desk, Chair, Wardrobe, Spring Bed, Pillow, Air Conditioner, Bathroom</p> <p>c. Room Rate:</p> <ol style="list-style-type: none"> <li>1) Men's room single Rp 2.050.000 (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> floor)</li> <li>2) Men's room single (large) Rp 2.500.000 (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> floor)</li> <li>3) Men's room single (bathroom inside) Rp 1.850.000 (4<sup>th</sup> floor)</li> <li>4) Men's room single (bathroom outside) Rp 1.650.000 (4<sup>th</sup> floor)</li> <li>5) Men's room single (large) (bathroom outside) Rp 2.230.000 (4<sup>th</sup> floor)</li> </ol>










		6) Women's room Rp 2.050.000 (1s, 2 <sup>nd</sup> , 3 <sup>rd</sup> floor) 7) Women's room Rp 1.850.000 (4 <sup>th</sup> floor)
2.	 <p>Figure 2.4 Double Bed Room</p>	a. The room size: 4 x 4 meters b. Desk, Chair, Wardrobe, Spring Bed, Pillow, Air Conditioner, Bathroom c. Room Rate: <ol style="list-style-type: none"> <li>1) Men's room Rp 1.600.000 (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> floor)</li> <li>2) Men's room Rp 1.350.000 (4<sup>th</sup> floor)</li> <li>3) Women's room Rp 1.600.000 (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> floor)</li> <li>4) Women's room Rp 1.350.000 (4<sup>th</sup> floor)</li> </ol>

Table 2.2  
Facilities UMN Dormitory

No.	Facilities	Description
1.	 <p style="text-align: center;">Figure 2.5 Lobby</p>	<p>a. Location: Dormitory UMN</p> <p>b. Opening hours:</p> <ol style="list-style-type: none"> <li>1) Dormitory UMN Residents (24 hours) Monday to Sunday</li> <li>2) Guest (08.00-22.00) Monday to Sunday</li> </ol> <p>c. Information centre and security check up for residents and guests.</p>
2.	 <p style="text-align: center;">Figure 2.6 Dormitory Lounge</p>	<p>a. Location: Dormitory UMN</p> <p>b. Seating capacities: 25 chairs</p> <p>c. Opening hours:</p> <ol style="list-style-type: none"> <li>1) Dormitory UMN Residents (24 hours) Monday to Sunday</li> <li>2) Guest (08.00-22.00) Monday to Sunday</li> </ol> <p>d. Offers room for study and meeting between residents and the guests.</p>
3.	 <p style="text-align: center;">Figure 2.7 Pantry</p>	<p>a. Location: Dormitory UMN</p> <p>b. Opening hours:</p> <ol style="list-style-type: none"> <li>1) UMN Dormitory Residents (24 hours)</li> <li>2) Guest (08.00-22.00)</li> </ol> <p>c. Provides a comfortable space for cooking and also for studying.</p>

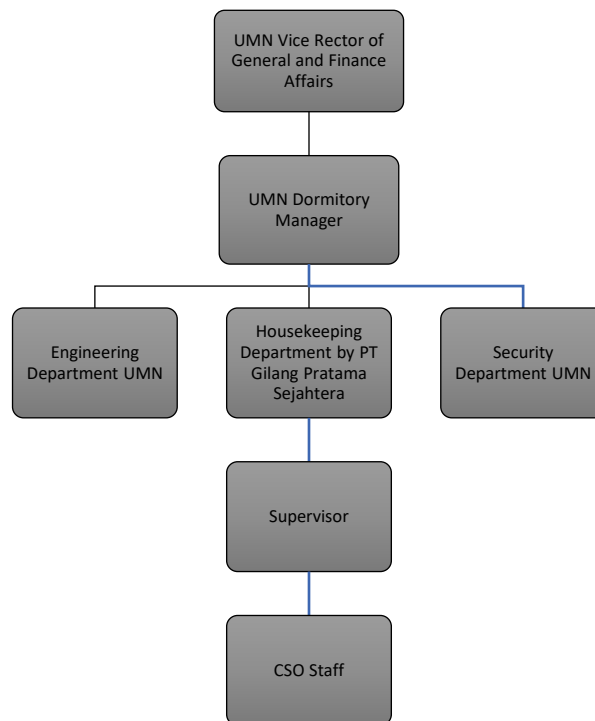
4.	 <p data-bbox="467 583 698 678">Figure 2.8 Basketball Court</p>	<p data-bbox="865 289 1252 321">a. Location: Dormitory UMN</p> <p data-bbox="865 342 1101 373">b. Opening hours:</p> <ol data-bbox="898 394 1287 541" style="list-style-type: none"> <li data-bbox="898 394 1287 447">1) UMN Dormitory Residents (24 hours)</li> <li data-bbox="898 499 1198 541">2) Guest (08.00-22.00)</li> </ol> <p data-bbox="865 562 1336 646">c. A small place to play some sports and exercise for residents.</p>
5.	 <p data-bbox="508 993 657 1087">Figure 2.9 Canteen</p>	<p data-bbox="865 699 1252 730">a. Location: Dormitory UMN</p> <p data-bbox="865 751 1101 783">b. Opening hours:</p> <ol data-bbox="898 804 1287 951" style="list-style-type: none"> <li data-bbox="898 804 1287 856">1) UMN Dormitory Residents (24 hours)</li> <li data-bbox="898 909 1198 951">2) Guest (08.00-22.00)</li> </ol> <p data-bbox="865 972 1336 1056">c. A place where residents can cook and eat.</p>
6.	 <p data-bbox="500 1402 657 1497">Figure 2.10 Laundry</p>	<p data-bbox="865 1108 1252 1140">a. Location: Dormitory UMN</p> <p data-bbox="865 1161 1101 1192">b. Opening hours:</p> <ol data-bbox="898 1213 1117 1255" style="list-style-type: none"> <li data-bbox="898 1213 1117 1255">1) (08.00-17.00)</li> </ol> <p data-bbox="865 1276 1304 1423">c. Provides laundry service for residents and outside the UMN Dormitory.</p>
7.	 <p data-bbox="500 1812 657 1854">Figure 2.11</p>	<p data-bbox="865 1518 1252 1549">a. Location: Dormitory UMN</p> <p data-bbox="865 1570 1101 1602">b. Opening hours:</p> <ol data-bbox="898 1623 1287 1770" style="list-style-type: none"> <li data-bbox="898 1623 1287 1686">1) UMN Dormitory Residents (24 hours)</li> <li data-bbox="898 1728 1198 1770">2) Guest (08.00-22.00)</li> </ol>

	Parking Lot (Car)	c. Area for parking guest and resident cars.
8.	 <p>Figure 2.12 Parking lot (Motorcycle)</p>	a. Location: Dormitory UMN b. Opening hours: 1) UMN Dormitory Residents (24 hours) 2) Guest (08.00-22.00) c. Area for parking staff and residents' motorcycle.

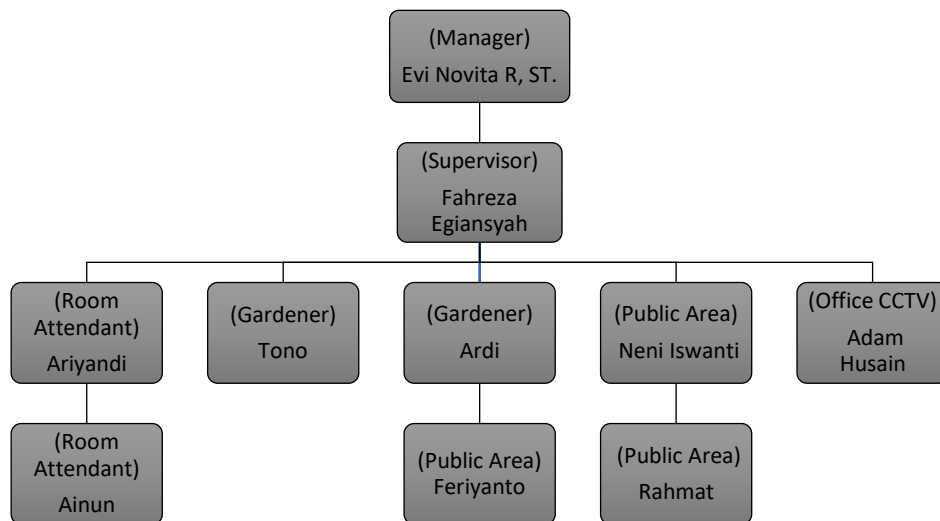
## B. Organizational Structure

UMN Dormitory itself is managed by UMN Dormitory manager Mrs. Evy Novita R, ST. with Mr. Ir. Andrey Andoko, M.Sc as Vice-Rector for the General and Financial Affairs holds the highest responsibility. The UMN Dormitory itself is using an outsourced cleaning service company called PT. GPS (Gilang Pratama Sejahtera). PT. GPS is under the supervision of the supervisor Mr. Fahreza Egiansyah who is in charge of eight CSO. The CSO is responsible for maintaining the cleanliness of the dormitory areas and responsible for taking the job order from the supervisor or the manager.





Figures 2.13 Organizational Charts of UMN Company



Figures 2.14 Organizational Charts of UMN Dormitory