



Hak cipta dan penggunaan kembali:

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

Copyright and reuse:

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

CHAPTER II

GENERAL DESCRIPTION

A. Background

1. History



Figure 2.1 Ibis Hotel Padang
(Source: TripAdvisor.com)



Novotel was built in 1967 as a 4-stars International midscale brand for business and leisure travelers, with hotels that located in central of the cities, business districts and tourist destinations. In 1974 at Bordeaux Accor group created a more affordable version of Novotel hotel that called Ibis Hotel. By 1988 Accor group started to operate 182 hotels in France. Ibis Hotel was designed for businessman and in general this hotel was an international standard hotel with two or three stars.

Ibis Hotel Padang was built in 2013 it located at Jalan Taman Siswa No.1A, Padang, Sumatera Barat. This hotel has 168 rooms, three meeting

rooms: palma; malta; Ibiza, and two restaurants: vineyard; skyline. The owner of Ibis Hotel Padang is Mr. Widya Kesuma Laurenzi.

2. Facilities

Table 2.1 Ibis Hotel Padang Room Type

No.	Room Type	Description
1.	 <p>Figure 2.2 Superior</p>	<ul style="list-style-type: none"> a. Room size 18 m² b. City view, Free Wi-Fi c. Price range: Rp 385.000, - ~ Rp 408.000, -
2.	 <p>Figure 2.3 Deluxe</p>	<ul style="list-style-type: none"> a. Room size 18 m² b. Mountain view, ocean view, Free Wi-Fi c. Price range: Rp 518.000, - ~ Rp 645.000, -
3.	 <p>Figure 2.4 Business suite</p>	<ul style="list-style-type: none"> a. Room size 36 m² b. Mountain view, ocean view, Wi-Fi premium, minibar, free breakfast, living room c. This room is located at 10th floor d. Price range: Rp 1.200.000, -

(Source: Ibis Hotel Padang 2020)

Table 2.2 Food and Beverage Outlets

No.	Food and Beverage Outlets	Description
-----	---------------------------	-------------

1.	 <p>Figure 2.5 Skyline Restaurant</p>	<ul style="list-style-type: none"> a. Location: Rooftop b. Seating capacities: 80 chairs c. Open: Breakfast: 6 a.m. – 10 a.m. Lunch: 12 p.m. – 14 p.m. Dinner: 18 p.m. – 12 a.m. Room Service: 24 hours d. Provide Nusantara food choice
2.	 <p>Figure 2.6 Vineyard café and Lounge</p>	<ul style="list-style-type: none"> a. Location: Underground b. Seating capacities: 50 chairs c. Open: 12 p.m.- 22 p.m. d. Provide alcoholic beverages, coffee, tea

(Source: Ibis Hotel Padang 2020)

Table 2.3 Public Facilities

No.	Public facilities	Description
1.	 <p>Figure 2.7 Swimming pool</p>	<ul style="list-style-type: none"> a. Located at behind the tower b. Open at 7 a.m. – 18 p.m. c. Open for public d. Price range: Rp 35.000, - ~ Rp 75.000, -

(Source: Ibis Hotel Padang 2020)

Table 2.4 Meeting Rooms

No.	Meeting Room	Set up capacities		
		Theater	Class Room	U- Shape

1.	Palma (6,2 X 12,5 m)	70	40	35
2.	Ibiza (6,2 X 12,5 m)	70	40	35
3.	Malta (6,2 X 12,5 m)	70	40	35

(Source: Ibis Hotel Padang 2020)



Figure 2.8 Meeting Room
(Source: Ibis Hotel Padang 2020)

The meeting room is located at mezzanine floor in Hotel Ibis Padang.

B. Organizational Structure

This picture below is presenting the management organizational structure of Ibis Hotel Padang.



Figure 2.9 Management Organizational Structure
(Source: Hotel Ibis Padang 2020)

1. Front Office



Figure 2.10 Front Office Organizational Structure
(Source: Hotel Ibis Padang 2020)

a. Job Description:

1. Front Office Manager

- a) Arrange Front Office staff schedule.
- b) Participates in the recruitment of front desk staff.
- c) Attend morning briefing hotel management.
- d) Give a training Front to Office staff to give an excellent service to the guest.
- e) Handle guest complaint and emergencies situation.
- f) Maintain relation and communication with all department.
- g) Make sure if there is no miscommunication when the staff do the overhandle.
- h) Prepare reports that related to front office.
- i) Make revenue and occupancy forecasting.
- j) Monitor the VIP guest.

2. Duty Manager

- a) Help manager to arrange schedule.
- b) Maintain good front office staff relation.
- c) Monitor the request, arrival and departure of VIP guest.
- d) Check the arrival guest registration card and make sure, all the data should be filled by guest.
- e) Handle the room locks and safety deposit box problems.
- f) Can operate the hotel system well when front desk agent is busy.
- g) Responsible to front office operations when front office manager is absence.
- h) Overhandle all matters that needed follow up with next shift manager.
- i) Check the hotel public area to maintain the

cleanliness of the hotel.

- j) Prepare and assigns the duty list for front desk agent, reservation, and bell driver.

3. Front Office Supervisor

- a) Answer and accept the reservation from potential guest.
- b) Make sure the staff give an excellent customer service to the guest.
- c) Take a responsibility when front office manager or duty manager absence.
- d) Help all department in service the guest during high season.
- e) Monitor hotel safety by report the suspicious activity to security, make sure the staff and guest follow the health protocol.
- f) Make sure all log book is updated when shift change.
- g) Supervise the front desk agent for an optimal guest service.
- h) Build a strong team work with all department especially with housekeeping department.
- i) Make a strategic upselling in order to increase room revenue and occupancy.
- j) Resolve the problems between the front office team in order to make a good quality of service.

4. Reservation

- a) Receive and create all reservation from sales, phone, email, fax, central reservation system.
- b) Know the room types, location, layout and the facilities that hotel provide.
- c) Remember the price point, benefit of package.

- d) Know how to make a reservation in the system.
- e) Make sure the rate in system are correct.
- f) Prepare the confirmation letter for the guest.
- g) Processes the cancelation or modification of reservation.
- h) Keep monitoring the room availability in the GDS, IDS.
- i) Know the hotel policy on no-shows and guaranteed reservation.
- j) Persuade the guest to join the membership.
- k) Make sure there is a backup data when it's an emergency.
- l) Inform the room status with housekeeping if there is a room checkout, day use, early check in, late checkout, special request, and etc.
- m) Input guest data into TARS GDS report.

5. Front Desk Agent

- a) Processes the guest registration and accommodate the guest with room and hotel facilities.
- b) Know the special offer, room rates, hotel facilities, hotel layout, room location and layout.
- c) Do the upselling when the guest checks in in order to increase hotel revenue.
- d) Keep in touch with housekeeping to inform the checkout room.
- e) Know the cancelations procedure.
- f) Help the guest with checkout processes.
- g) Keep the house bank in track.
- h) Inform all the information about room and facilities when the guest check in.
- i) Recognize the guest by face, tone, and name for

safety.

6. Bell driver
 - a) Assist the guest with the luggage and information about hotel surroundings.
 - b) Escort the guest luggage into the guest room.
 - c) Help the guest by carried the luggage from room to lobby.
 - d) Keep update with luggage register.
 - e) Provide the luggage storage.
 - f) Escort the guest from airports to the hotel.
 - g) Provide the delivery service.

2. Housekeeping

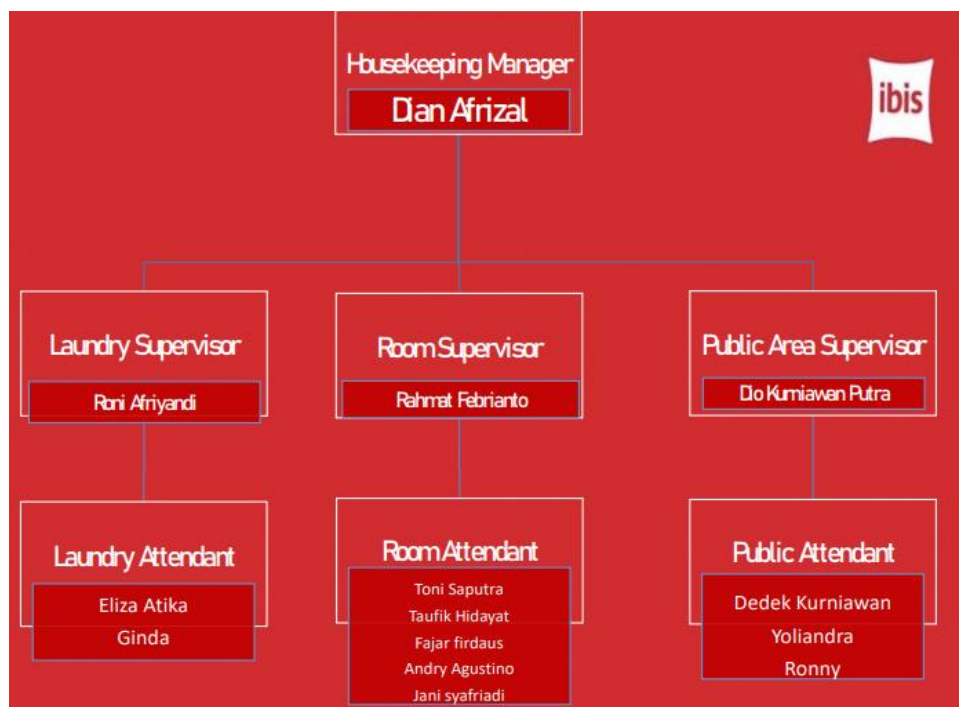


Figure 2.11 Housekeeping Organizational Structure
(Source: Hotel Ibis Padang 2020)

- a. Job Description:
 1. Housekeeping Manager
 - a) Attend morning briefing with hotel management.

- b) Supervise or monitoring housekeeping staff to work based on health protocol and safety rules.
- c) Check and maintaining the cleanliness at public area, room, and laundry.
- d) Check the room if there is something need to be fixed.
- e) Help the room attendant to prepare the room if there is a VIP guest.
- f) Hold a routine maintenance work.

2. Room Supervisor

- a) Arranging housekeeping staff work schedule.
- b) Take a responsibility during manager absence.
- c) Do briefing with room attendant to divide floor or rooms and worksheet.
- d) Evaluate room attendant work every morning.
- e) Inspect the room before the guest check in to make sure, there is no damage in the room.
- f) Update room status in the system.
- g) Maintain lost found item and log book.
- h) Check the worksheet after the shift end.
- i) Check on cleaning equipment cleanliness.
- j) Ordering and maintaining cleaning supplies, amenities, and chemicals.
- k) Make housekeeping report.
- l) Make sure if there is no miscommunication with front office department.

3. Public Area Supervisor

- a) Help manager to arrange schedule.
- b) Make sure public area is clean based on standard.

- c) Take a responsibility during manager or room supervisor absence.
- d) Help room supervisor to inspect the room if there is high occupancy.
- e) Check on cleaning equipment cleanliness.
- f) Hold a routine maintenance in public area.

4. Laundry Supervisor

- a) Help room supervisor to inspect the room if there is high occupancy.
- b) Hold a routine maintenance for washer, mangler and dryer.
- c) Make sure the linen is clean and fresh.
- d) Make sure the laundry attendant filled the log book.
- e) Order the chemicals, linen, and towel.
- f) Supervise the laundry attendant to work based on standard operating procedure.
- g) Remove the spot from linen and towel.

5. Room Attendant

- a) Clean the room and corridor.
- b) Report to the supervisor if there is something broken or need to be repair by engineering department.
- c) Make sure the corridor is clean.
- d) Comfort the guest and make sure the guest feels safe.
- e) Set up the trolley before work.
- f) Maintain the equipment cleanliness.

6. Public Area Attendant

- a) Clean and maintain the public area.
- b) Maintain the public facilities and if there is something broken report immediately to supervisor.
- c) Maintain the cleaning equipment.

- d) Make sure the public area is clean.
- e) Do a routine weekly and monthly project.

7. Laundry Attendant

- a) Wash and dry the uniform and linen.
- b) Pick up and deliver the guest laundry.
- c) Sort the linen, towel, bath math, and hand towel.
- d) Mangler the linen.
- e) Update the linen, guest laundry, and uniform log book.
- f) Iron the uniform.
- g) Make sure the laundry area is clean.
- h) Remove the spot from linen and towel.