

## CHAPTER II

### GENERAL DESCRIPTION

#### A. Hotel's Profile

##### 1. History of Mercure Tangerang BSD City

Accor Group is a French company that is involved in the international tourism industry. Accor was first established in 1967 by Paul Dubrule and Gerard Pelisson, at which time the first hotel to be established was the Novotel. Paul Dubrule and Gerald Pelissin were two friends who at that time built a hotel business in France with conditions where people were not convinced to run a hotel business. They both worked together persistently and poured their creativity into achieving their dreams and which in the end formed Accor as the realization of their dreams. Then with the development of Novotel, the two figures continued to make improvements such as acquiring other hotels into their brands such as Sofitel, Mercure, and others. Then in 1983, they introduced to the world the name Accor Hotels as their group name. In running its business, Accor divides its hotel types into several types, namely:

LUXURY	PREMIUM	MIDSCALE	ECONOMY
Raffles Hotel and Resort	Mantis	Spell	Breakfree
Orient Express	MGallery	Novotel	Greet
Faena	Art Series	Mercure	Ibis
Banyan Tree Hotels and Resort	Mondrian	Adagio	Ibis Styles
SO/	Pullman	Mamam Shelter	Ibis Budget
Sofitel LEGEND	Swissotel	Tribe	Jo&Joe
SLS	25 hours		hotelF1
The House of Originals	Hyde		Adagio Access
Rixos	Movenpick		
	Grand Mercure		
	Peppers		
	The Sebel		

*Table 2.1*  
*Accor Hotel Types*

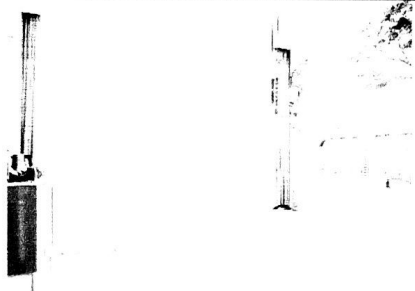
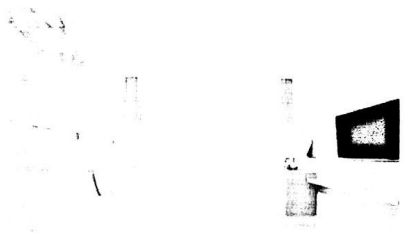

Mercure Tangerang BSD City is a four-star hotel which is under Accor Hotels with international-based services built in 2019 and located in BSD City, more precisely on Jl. Edutown Gg. Kavling 2 No.8, Pagedangan, Kec. Pagedangan, Tangerang, Banten 15339, also has a quite strategic location, where apart from being in the central business district of BSD City, this hotel is also located in front of the AEON shopping center and also near Qbig, Ararasa.

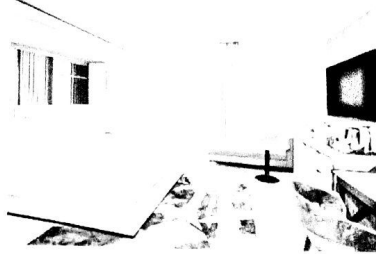


*Figure 2.1*  
*Mercure Tangerang BSD City*



## 2. Facilities


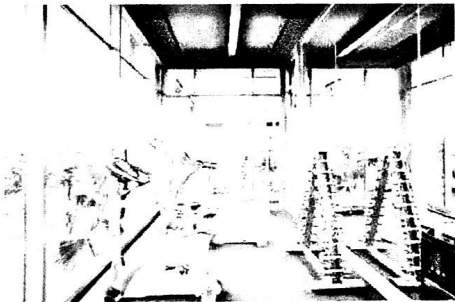
Mercure Tangerang BSD Hotel is a 12-stars hotel with 157 rooms. In addition, Mercure hotel BSD also offers various kinds of facilities that can be enjoyed by guests. Of the 157 rooms available, there are three types of rooms, namely:

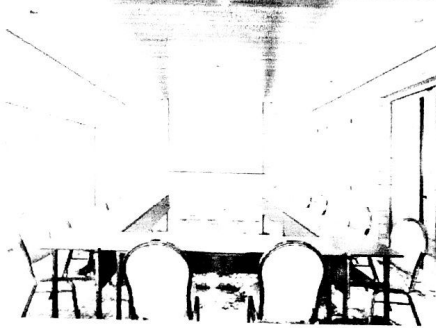
No.	Room Type	Description
1.	 <p data-bbox="392 598 760 693"><i>Figure 2.2</i> <i>Superior Room Double Bed</i></p>  <p data-bbox="407 1081 744 1176"><i>Figure 2.3</i> <i>Superior Room Twin Bed</i></p>	<p data-bbox="862 231 1403 661">This room type has an area of 31 square meters with two types of beds, namely double and twin beds. By choosing this room, the benefits that can be obtained are free in-room mineral water, coffee and tea making facilities, Cable color TV, and bathrobe. This room has a price range of Rp. 745,000.00 per night.</p>
2.	 <p data-bbox="470 1596 682 1690"><i>Figure 2.4</i> <i>Privilege Room</i></p>	<p data-bbox="862 1197 1403 1680">This room type has an area of 31 square meters with a double bed which is also equipped with a daybed sofa. By choosing this room, the benefits that can be obtained are free minibar, modern coffee machine, full bathroom amenities, and bathrobe. This room has a price range of Rp. 980,000.00 per night.</p>
8.		<p data-bbox="862 1711 1403 1806">This room type has an area of 47 square meters with a double bed which is also</p>

	 <p style="text-align: center;"><i>Figure 2.5</i> <i>Suite Room</i></p>	<p>equipped with a daybed sofa. By choosing this room, the benefits that can be obtained are a free minibar, there is a modern coffee machine, afternoon tea selection, spacious wardrobe, 55 "LED TV, full bathroom amenities, and also a bathrobe. This room has a price of around Rp. 1,300,000.00 per at night.</p>
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*Table 2.2*  
*Rooms in Mercure Hotel BSD*

No.	Other Facilities	Description
1.	 <p style="text-align: center;"><i>Figure 2.10</i> <i>Kitchen Yard</i></p>	<ul style="list-style-type: none"> <li>• Location: Ground Floor</li> <li>• Seating capacities: 150 chairs</li> <li>• Opening hours: <ul style="list-style-type: none"> <li>○ Breakfast (05.30 – 10.00)</li> <li>○ Lunch (12.00 – 14.30)</li> <li>○ Dinner (18.00 – 22.00)</li> </ul> </li> </ul> <p>Offers food with a buffet style, with two types of food, there is Indonesian breakfast and American breakfast</p>
2.		<ul style="list-style-type: none"> <li>• Location: Lobby</li> <li>• Opening hours : <ul style="list-style-type: none"> <li>○ Open 06.00 until 22.00</li> </ul> </li> <li>• Serves coffee, tea, and juices</li> </ul>

	<p><i>Figure 2.11</i> <i>Lobby Bar</i></p>	
3.	 <p><i>Figure 2.12</i> <i>Swimming Pool</i></p>	<ul style="list-style-type: none"> <li>• Location : Ground Floor</li> <li>• At the beginning of the PPKM, the swimming pool was initially only allowed for 5 people by making reservations, but after that, the swimming pool was temporarily closed due to the increase in the COVID-19 virus.</li> </ul>
4.	 <p><i>Figure 2.13</i> <i>Gym</i></p>	<ul style="list-style-type: none"> <li>• Location: Ground Floor</li> <li>• At the beginning of the PPKM, the Gym was initially only allowed 2 people by making reservations, but after that, the Gym was temporarily closed due to the increasing COVID-19 virus.</li> </ul>
5.		<ul style="list-style-type: none"> <li>• Locations : Ground Floor and Mezzanine Floor (9 Rooms)</li> <li>• Maximum Size : 145 Square meters</li> <li>• Maximum Capacities : 50 pax</li> </ul>

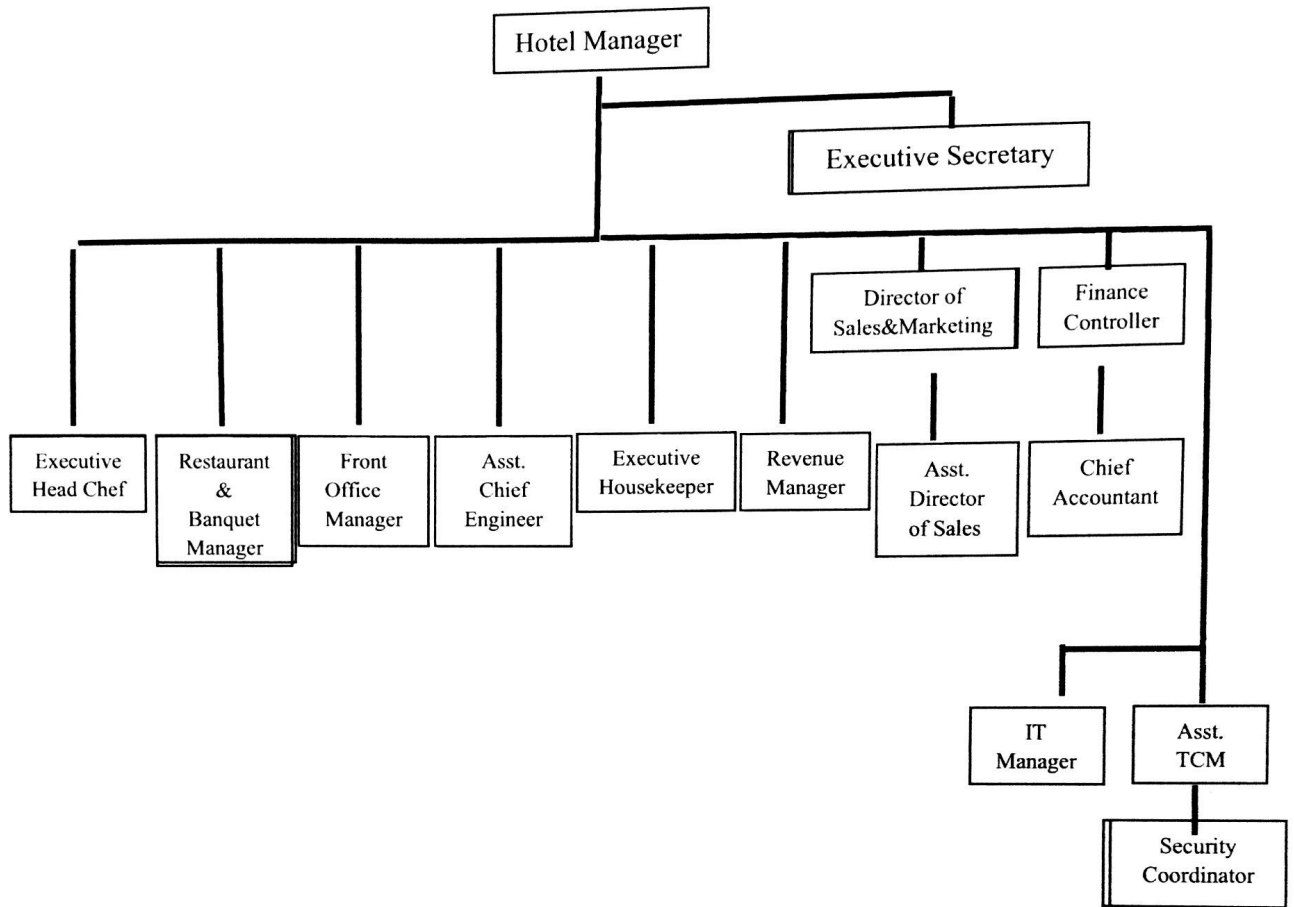
	 <p data-bbox="501 577 713 682" style="text-align: center;"><i>Figure 2.14</i> <i>Meeting Rooms</i></p>	<ul style="list-style-type: none"> <li>• Maximum Banquet Capacities : 25 pax</li> </ul>
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*Table 2.3*

*Other Facilities*

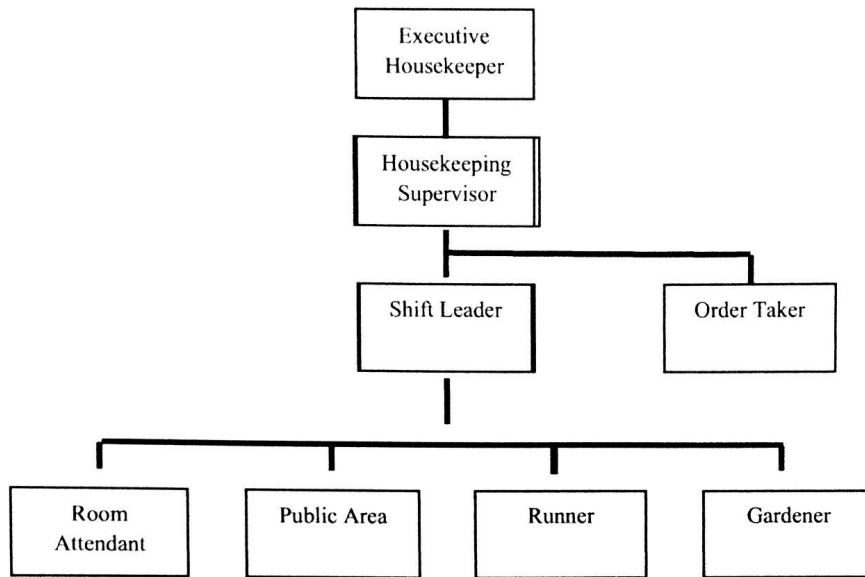
**B. Organizational Structure**

The organizational structure is a very important part that must be owned by every company, including hotels. The organizational structure is needed so that each position and job desk owned can be known and make it easier for employees to find out because every position held by someone must have their respective duties and obligations, and if a company does not have an organizational structure then it will be difficult for the company itself



Figures 2.15  
Organizational Charts of Mercure BSD City

In addition to the company's organizational structure, another structure is no less important, namely the organizational structure in each department. In a company, there must be various departments with their respective duties and so is the writer's department. below is the organizational structure of the housekeeping department at Mercure BSD City,



*Figures 2.16*  
*Organizational Charts of MBSD Housekeeping Department*