

## CHAPTER II

### GENERAL DESCRIPTION

#### A. Hotel Profil

##### 1. History

Mercure BSD City Hotel is the place where the author conducts industrial placement program activities. Mercure BSD City is located in Jl. Edutown CBD 55 Lot No. 8 BSD City Pagedangan, 15339, Tangerang. Indonesia. Mercure is a 4-star hotel that opened in December 2019. Mercure BSD City is one of the hotels included in the Accor group. This hotel is a very suitable place for guests who want a staycation, business trip, or a place to stay for family trips. The location of the hotel which is very close to Aeon Mall BSD makes it a hotel characteristic for some guests.






Figure 1.1. Mercure BSD City


Hotel Mercure BSD City also has facilities that are very attractive to visitors with modern decorations with local culture. Cleanliness and skills are very important so that guests can stay comfortably and enjoy hotel services. In addition, this hotel also has facilities that guests can use and several interesting events that guests can enjoy. With the location of the hotel which is located close to AEON Mall BSD CITY, it makes it an attraction for guests and makes it easier for guests to find what they want. The strategic location makes the hotel suitable as a place for business people. But besides that, many guests choose to staycation with their families and stay to find a new atmosphere.

## 2 Facilities



The facilities at the Mercure BSD hotel consist of 157 rooms with 3 types of rooms and 1 type suite room.



**Table 2.1. Room in Mercure BSD Hotel**

No.	Room Type	Description
1.	 <p>Figure 2.2. Superior Room With Twin Bed</p>	<p>a. Size Room 31m b. Size Bed 50 X 100 m</p>
2.	 <p>Figure 2.3. Privilege room With Double Bed</p>	<p>a. Size room 31 m b. Size bed 100 x 200 m</p>
3.	 <p>Figure 2.4. Superior Suite With Double Bed</p>	<p>a. Size room 47m b. Size bed 100 x 200 m</p>

4.	 <p data-bbox="335 560 861 627">Figure 2.5 Superior Room With Double Bed</p>	<p data-bbox="917 224 1149 257">a. Size room 31m</p> <p data-bbox="917 280 1228 313">b. Size bed 100 x 200m</p>
----	---	---

**Tabel 2.2. Facilities**

No.	Facilities	Description
1.	 <p data-bbox="486 1321 742 1388">Figure 2.6 Kitchen Yard</p>	<p data-bbox="917 929 1316 996">Restaurant in Mercure BSD is Kitchen Yard.</p>
2.	 <p data-bbox="502 1803 718 1848">Figure 2.7 Gym</p>	<p data-bbox="917 1400 1125 1433">Fitness center :</p> <ul data-bbox="917 1444 1372 1724" style="list-style-type: none"> <li>- Max 2 person in room.</li> <li>- Open from 06.00am to 5pm.</li> <li>- Must make a reservation.</li> <li>- Use of gym facilities only 1 hour according to the reservation.</li> <li>- Free WiFi Access</li> </ul>

<p>3.</p>	 <p>Figure 2.8 Swimming Pool</p>	<p>Swimming Pool</p> <ul style="list-style-type: none"> <li>- Open from 06.00am to 05.00pm.</li> <li>- Max 5 person in the pool for 30 minutes.</li> <li>- Must make a reservation.</li> <li>- Free WiFi Access</li> </ul>
<p>4.</p>	 <p>Figure 2.9 Meeting Rooms</p>	<ul style="list-style-type: none"> <li>- The number of meeting rooms is 9 meeting rooms (BSD 1 – 9).</li> <li>- BSD 1 &amp; 2 (Ballroom) on the GF (Grand Floor)</li> <li>- BSD 3 – 9 on the MZ (Mainzannine Floor).</li> <li>- Free WiFi Access</li> </ul>

## B. Organizational Structure

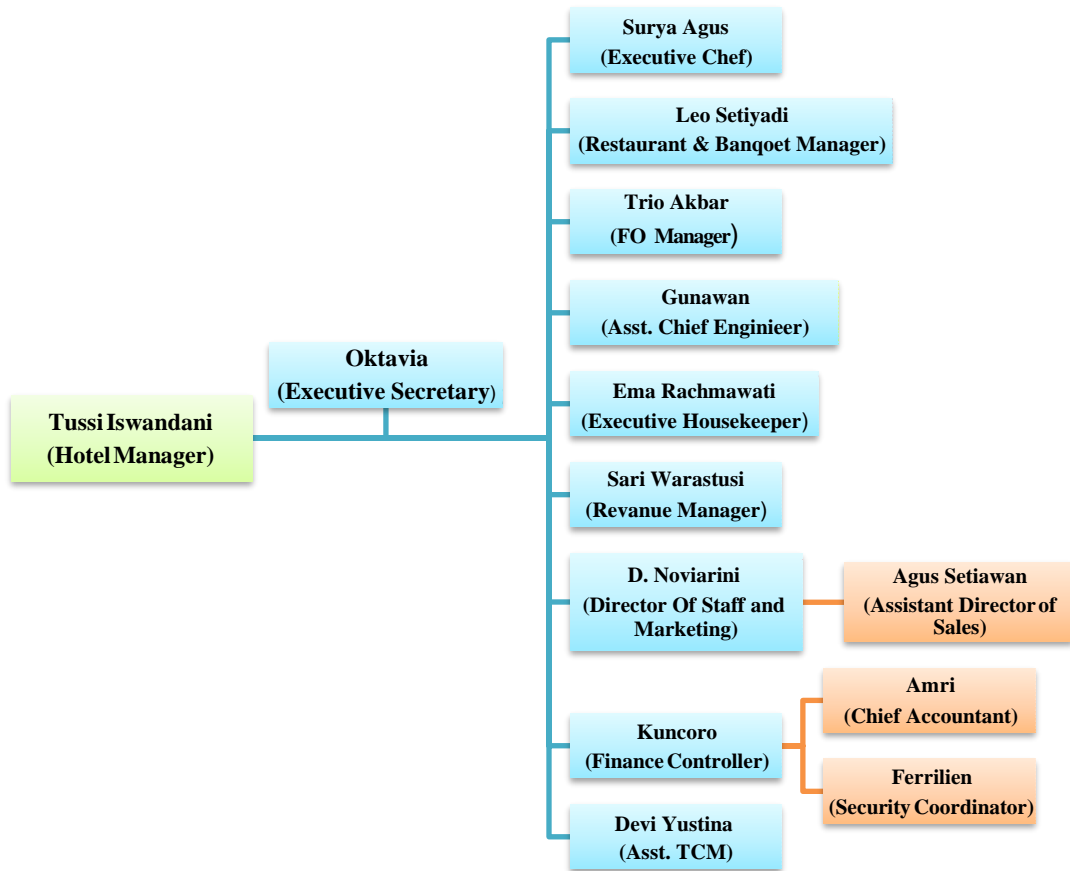


Figure 2.1. Organizational Chart Mercure BSD

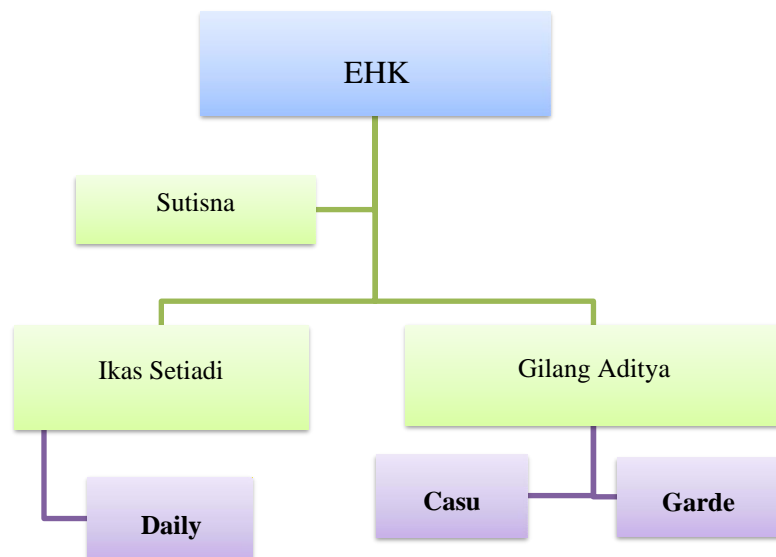


Figure 2.2. Organizational Chart Housekeeping Mercure BSD

Organizational chart is a chart that is made based on the department and its responsibilities. The following is an organizational chart in general :

- General Manager

The General Manager is responsible for maintaining and supervising hotel operations so that they can run smoothly and monitor the operations of each department.

- Room Division (Front Office and Housekeeping)

Is the department that takes care of hotel operations regarding rooms and reservations.

- Food and Beverage

The department that takes care of food and beverages in restaurants and room service, which prepares and serves food.

- Sales and Marketing Department

The section that promotes the hotel to guests regarding events, meetings, weddings, birthdays, and others by holding the event at the hotel.

- Engineering Department

The department that manages and maintains all parts and facilities of the hotel running well and repairs the facilities that are not good.

- Finance Department

The part that manages and maintains the finances in the hotel stays in balance and makes a profit.

- Security Department

The part in charge and has the responsibility for maintaining security within the hotel area and always implementing regulations and protocols.

Organizational chart in Housekeeping department :

- Executive Housekeeping = in charge of organizing and guiding operations in rooms, areas, or gardens.
- Shift Leader = in charge of monitoring operations in detail.
- Staff = responsible for operational in housekeeping.