

CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History



Figure 2.1 Mercure Logo

Founded in 1967 by Paul Dubrulle and Gerard Pellison, Mercure is a multinational hotel chain originally from France, and became a part of Accor in 1975 with the former name of *Société d'Investissement et d'Exploitation*. There are more than 790 hotel that can be found in 63 countries. Accor divide its hotel into 4 different categories which are economy, midscale, premium, luxury. The well-known economy hotel is ibis and even it is divided into 3 categories which are ibis, ibis budget, and ibis styles. There are also well-known luxury and premium hotel such as pullman, Swissotel, Grand Mercure, Raffles and Fairmont. Mercure Tangerang is one of the hotels that is categorized in midscale hotel.

Mercure Tangerang BSD City is one of Accor's 4 Star Hotel and has been established since 2019. It is located in Jl. Edutown CBD 55 Kavling Lot II, No. 8, BSD City Pagedangan, 15539. It is located just 5 minutes from AEON, 15 minutes from QBIG and Ararasa. Mercure Tangerang BSD City is near a lot of public facilities that is accessible to the guests in Mercure. The hotel itself has 157 rooms which consists of superior room, privileged room, suite room, and executive room.



Figure 2.2 Accor Logo

The Accor logo itself is a bernache goose. Goose itself is a migratory bird that resembles group spirit, determination and travel. It is to represent that Accor group will always change and to have a desire to always go further, faster. Accor proudly re-assumes its role as a hotel that doesn't cut the hotelier aspect and to keep innovating and surprising in the digital technology aspect. Sebastien Bazin also said that the universal signature of Accor "Feel Welcome" is a strong commitment towards the guests and even the bond of the group itself and its brand. (Chang. K, 2015)

2. Facilities

Since the writer had the industrial placement in pastry department, below are the facilities that can be found in the pastry kitchen.

Table 2.1 Pastry Department Facilities



| No. | Pastry Department Kitchen | Description |
|-----|--|--|
| 1. |  | <p>a. Facilities:</p> <ul style="list-style-type: none"> - 2 Industrial Oven with steam - Proofing chamber - Cooling rack - Chiller - Freezer - 2 Mixers - Marble Table top - Sink - Storage shelf - Stove |



Figure 2.3 Pastry Department Kitchen


There are also hot kitchen department and cold kitchen (Garde Manger). Here are the facilities that could be found in each department.

Table 2.2 Kitchen Area Facilities

| No. | Kitchen Area | Description |
|-----|---|---|
| 1. |  <p style="text-align: center;">Figure 2.4 Kitchen Area</p> | <p>a. Facilities:</p> <ul style="list-style-type: none"> - Wok stove - Prep table - Industrial stove - Caster - Combi oven - Deep fryer - Chiller - Freezer - Rice Cooker - |

The lounge and the restaurant are where guests could find pastry products. So here is the facility that could be found in the food and beverage area.

Table 2.3 Food and Beverage outlets

| No. | Food and Beverage outlets | Description |
|-----|---|--|
| 1. |  <p data-bbox="418 1493 737 1524">Figure 2.5 Kitchen Yard</p> | <ul style="list-style-type: none"> b. Location: Located in the Lobby area c. Seating capacities: 150 chairs d. Opening hours: <ul style="list-style-type: none"> - Breakfast (06.30 – 10.00./11.00 on Weekend) - Lunch (12.00 – 14.30) - Dinner (18.00 – 21.00) e. Offers a la carte menu for casual Indonesian & Western lunch and dinner |

In addition to that, pastry products could also be found in meeting halls for finger snacks that are provided if there are any events or meetings. Here are the different meeting halls that would be served food by the pastry department.

Table 2.4 Meeting Room



| No. | Food and Beverage outlets | Description |
|-----|---|---|
| 1. | BSD Meeting Room 1 (Ground Floor) | <ul style="list-style-type: none"> a. Size in SQM: 190 b. Classroom: 126 c. Theatre: 172 d. U-Shape: 94 e. Round Table: 94 f. Board Room: 62 g. Standing Cocktail/Reception: 174 |
| 2. | BSD Meeting Room 2 (Ground Floor) | <ul style="list-style-type: none"> a. Size in SQM: 190 b. Classroom: 126 c. Theatre: 172 d. U-Shape: 94 e. Round Table: 94 f. Board Room: 62 g. Standing Cocktail/Reception: 174 |
| 3. | BSD Meeting Room 3 (Mezzanine Floor) | <ul style="list-style-type: none"> a. Size in SQM: 42 b. Classroom: 28 c. Theatre: 38 d. U-Shape: 20 e. Round Table: 20 f. Board Room: 14 g. Standing Cocktail/Reception: 34 |
| 4. | BSD Meeting Room 4 (Mezzanine Floor) | <ul style="list-style-type: none"> a. Size in SQM: 42 b. Classroom: 28 c. Theatre: 38 d. U-Shape: 20 e. Round Table: 20 f. Board Room: 14 g. Standing Cocktail/Reception: 34 |
| 5. | BSD Meeting Room 5 (Mezzanine Floor) | <ul style="list-style-type: none"> a. Size in SQM: 40 b. Classroom: 26 c. Theatre: 36 d. U-Shape: 20 e. Round Table: 20 f. Board Room: 12 g. Standing Cocktail/Reception: 34 |

| | | |
|----|--|---|
| 6. | BSD Meeting Room 6 (Mezzanine Floor Pool View) | <ul style="list-style-type: none"> a. Size in SQM: 32 b. Classroom: 20 c. Theatre: 28 d. U-Shape: 16 e. Round Table: 16 f. Board Room: 10 g. Standing Cocktail/Reception: 32 |
| 7. | BSD Meeting Room 7 (Mezzanine Floor Pool View) | <ul style="list-style-type: none"> a. Size in SQM: 32 b. Classroom: 20 c. Theatre: 28 d. U-Shape: 16 e. Round Table: 16 f. Board Room: 10 g. Standing Cocktail/Reception: 32 |
| 8. | BSD Meeting Room 8 (Mezzanine Floor Pool View) | <ul style="list-style-type: none"> a. Size in SQM: 32 b. Classroom: 20 c. Theatre: 28 d. U-Shape: 16 e. Round Table: 16 f. Board Room: 10 g. Standing Cocktail/Reception: 32 |
| 9. | BSD Meeting Room 9 (Mezzanine Floor Lobby View) | <ul style="list-style-type: none"> a. Size in SQM: 40 b. Classroom: 26 c. Theatre: 36 d. U-Shape: 20 e. Round Table: 20 f. Board Room: 12 g. Standing Cocktail/Reception: 40 |

Lastly, room service is also where pastry would sell products. Here are the different types of room in Mercure Tangerang BSD City.

Mercure has different types of facilities and here are their details. There are 157 rooms in Mercure Tangerang BSD City. There are 114 Superior Rooms, 24 Privilege Room, and 19 Superior Suite Rooms. Guests could also enjoy their time in the restaurant provided called “Kitchen Yard” and Lobby Lounge with a bar and cake shop provided. The other facilities consist of 24 hours Room Service, Gym, Semi Outdoor Pool, Garden, High-speed Wi-fi and 9 different size meetings rooms.

Table 2.5 Rooms in Mercure BSD Tangerang city

| No. | Room Type | Description |
|-----|---|--|
| 1. |  <p data-bbox="407 674 748 709">Figure 2.6 Superior Room</p> | <p data-bbox="854 342 1357 375">a. Size: 31 m² , Twin and Double Bed</p> <p data-bbox="854 386 1008 415">b. Benefit:</p> <ul style="list-style-type: none"> <li data-bbox="902 426 1084 455">- 43' LED TV <li data-bbox="902 466 984 495">- Sofa <li data-bbox="902 506 1373 581">- Complimentary high speed internet access <li data-bbox="902 592 1292 621">- Coffee/Tea-making facilities <li data-bbox="902 632 1027 661">- Minibar <li data-bbox="902 672 1141 701">- Safe Deposit Box <li data-bbox="902 711 1373 787">- Full Guest Amenities including Slippers |
| 2. |  <p data-bbox="407 1251 748 1287">Figure 2.7 Privilege Room</p> | <p data-bbox="854 919 1373 995">a. Size: 31 m² , Twin and Double Bed, Daybed</p> <p data-bbox="854 1005 1008 1035">b. Benefit:</p> <ul style="list-style-type: none"> <li data-bbox="902 1045 1117 1075">- 43' LED TV <li data-bbox="902 1085 984 1115">- Sofa <li data-bbox="902 1125 1373 1201">- Complimentary high speed internet access <li data-bbox="902 1211 1373 1287">- Contemporary bathroom with rain shower <li data-bbox="902 1297 1308 1327">- Coffee/tea-making facilities <li data-bbox="902 1337 1027 1367">- Minibar <li data-bbox="902 1377 1166 1407">- Safe deposit box <li data-bbox="902 1417 1373 1493">- Full guest amenities including slippers <li data-bbox="902 1503 1268 1533">- Modern Coffee Machine <li data-bbox="902 1543 1292 1572">- Bathrobe and Face Towels <li data-bbox="902 1583 1117 1612">- Daybed Sofa <li data-bbox="902 1623 1117 1652">- Free Minibar <li data-bbox="902 1663 1179 1692">- AEON Mall view |



| | | |
|-----------|---|---|
| <p>3.</p> |  <p>Figure 2.8 Superior Suite Room</p> | <p>a. Size: 50 m², Double Bed</p> <p>b. Benefit:</p> <ul style="list-style-type: none"> - Full guest amenities including slippers - Dolce Gusto Coffee Maker - Bathrobe and Face Towels - Magnifying Mirror - Writing Desk - Free Minibar - Luxury bathtub - Wardrobe Room - 55' LED TV - Sofa - Complimentary high speed internet access - Contemporary bathroom with rain shower - Coffee/tea-making facilities - Minibar - Safe deposit box |
| |  <p>Figure 2.9 Penthouse</p> | <p>a. Size: 75 m², Double Bed</p> <p>b. Benefit:</p> <ul style="list-style-type: none"> - 55' LED TV - Living Room - Complimentary high speed internet access - Contemporary bathroom with rain shower - Coffee/tea-making facilities - Minibar - Safe deposit box - Full guest amenities including slippers - Dolce Gusto Coffee Maker - Bathrobe and Face Towels - Magnifying Mirror - Writing Desk - Free Minibar - Luxury bathtub - Wardrobe Room |



Figure 2.10
Adventure in the Jungle

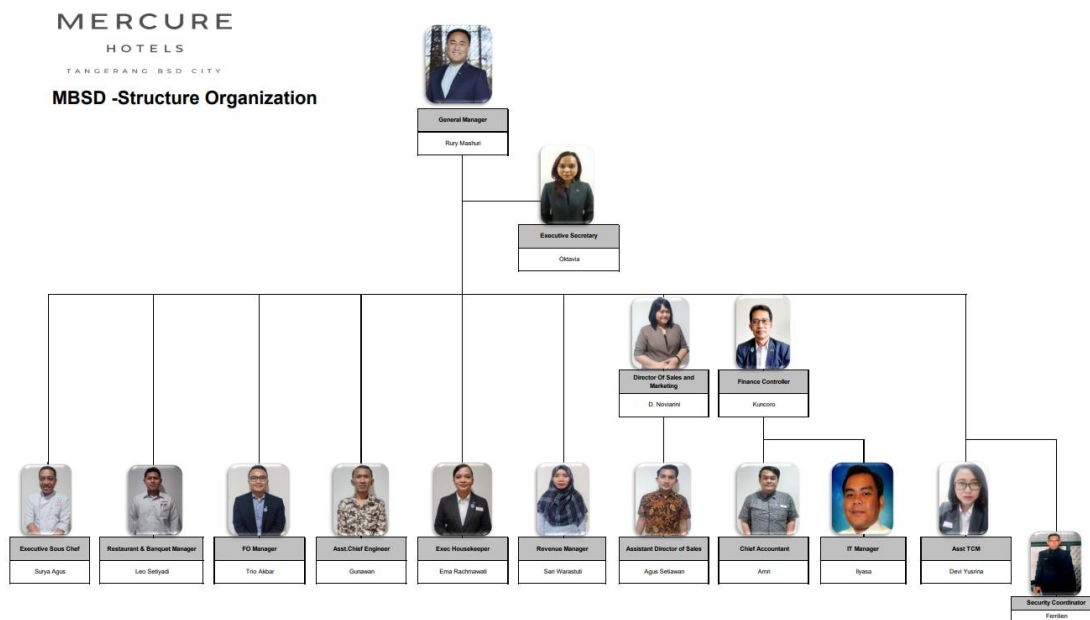
a. Size: 75 m², Twin and Double Bed

b. Benefit:

- 55' LED TV
- Private Arcade Games
- Thematic Superior Room
- Luxury Suite Room
- Complimentary high speed internet access
- Contemporary bathroom with rain shower
- Coffee/tea-making facilities
- Minibar
- Safe deposit box
- Full guest amenities including slippers
- Dolce Gusto Coffee Maker
- Bathrobe and Face Towels
- Magnifying Mirror
- Writing Desk
- Free Minibar
- Luxury bathtub
- Wardrobe Room

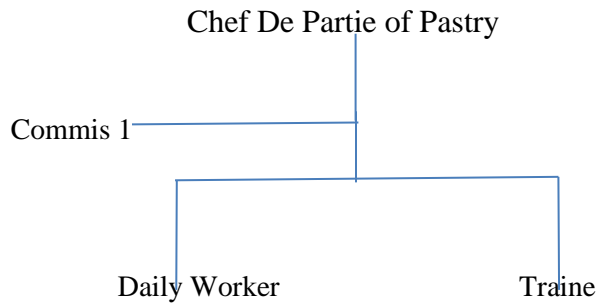
B. Organizational Structure

According to Hariawan. F (2017) Organizational Structures work to divide jobs and purposes of each worker and department in order to perform efficiently and effectively. Every workplace would have different types of organizational structures. The purpose of organizational structure is to also hold the information of who holds the authority and responsibility. It is also to increase the commitment and the awareness of the employee of their responsibility to provide a maximum work performance. In Mercure, the organizational structure starts from Pak Rury Mashuri as the General Manager and would continue to the other Director and Head of Departments.



Figures 2.11 Organizational Charts of Hotel Management

Organizational Structure also serve the same purpose in the kitchen department that the writer takes which is party. The difference is that the one with the highest authority is the Pastry Chef De Partie, then would continue to commis chef, daily worker then the trainee itself.



Figures 2.12 Organizational Charts of Pastry Department

The pastry department in Mercure Tangerang BSD City is managed by one Chef De Partie and his job desks are:

1. To ensure the quality of the product are met
2. To keep track of the ingredients that are required
3. To communicate with the executive chef if there are hampers ordered such as the types of finger foods that needs to be made and the quantity.
4. Responsible to the commis, daily worker, and trainee.
5. Make sure that guest satisfaction, quality, and food costs are maintained.
6. Aware of pastry's a la carte menu and the buffet menu.

The Chef de partie is assisted by 1 commis and the commis job desk includes:

1. Making bread/cakes for buffet and a la carte
2. Make finger foods for meetings
3. Ensure the burger bun or the pizza dough for a la carte needed by the hot kitchen and the cold kitchen is provided.
4. Prepares meal ingredients that is needed for bread production or a la carte
5. Communicate with chef de partie to keep track of inventory that is not enough for productions at least 2 days before

There are also 1 daily worker and 1 trainee to assist both chef de partie and the commis from operational to learning how to make a la carte. It is also possible that the trainee and daily worker could have the chance to make pastry products.