

CHAPTER II

COMPANY OVERVIEW

2.1 Hotel's Profile




2.1.1 Location

Novotel Bogor is a reputable hotel located in Bogor, West Java, Indonesia. The hotel offers a serene environment surrounded by lush greenery, providing a relaxing atmosphere for guests. It features various amenities such as comfortable rooms, restaurants serving diverse cuisines, swimming pools, fitness centers, spa facilities, and spacious meeting rooms suitable for both business and social events. Novotel Bogor is known for its exceptional service, catering to guests' needs with professionalism and warmth. Additionally, during weekends, the hotel provides extra facilities like kids' activities, including barista classes, craft workshops, gardening sessions, and movie nights, ensuring a pleasant stay for families.

2.1.2 Facilities

A. Room Type

Table 2.1 Room Types

Figure	Description
 <p data-bbox="400 824 737 855"><i>Figure 2.1 Classic Room</i></p> <p data-bbox="368 882 769 913">(Source: novotelbogor.com/id)</p>	<p data-bbox="847 591 1190 622">Classic Room (old room)</p> <p data-bbox="858 645 1345 898">Area 26 m² total of classic room is 15 including 6 king bed type and 9 twin bed type with garden view. Classic type cannot use to smoking because there is no balcony on the room.</p>
 <p data-bbox="469 1167 748 1198"><i>Figure 2.2 Superior Balcony</i></p> <p data-bbox="368 1223 769 1254">(Source: novotelbogor.com/id)</p>	<p data-bbox="847 943 1246 974">Superior Balcony (old room)</p> <p data-bbox="858 996 1345 1301">Area 26 m² total of superior with balcony room is 55 including 32 king size bed and 23 twin bed with garden view. This can be use to smoking because the room have balcony to smoking.</p>
 <p data-bbox="469 1568 748 1599"><i>Figure 2.2 Superior Balcony</i></p> <p data-bbox="368 1624 769 1655">(Source: novotelbogor.com/id)</p>	<p data-bbox="847 1330 1219 1361">Deluxe Bathtub (old room)</p> <p data-bbox="858 1384 1345 1688">Area 43 m² total of Deluxe Bathtub is 30 room including 28 king size bed and 2 twin bed. This room type has bathtub outside but don't worry because it has cover when guest use the bathtub.</p>





 <p style="text-align: center;"><i>Figure 2.4 Superior</i></p> <p>(Source: novotelbogor.com/id)</p>	<p>Superior (new room)</p> <p>Area 26 m² total of Superior Room is 16 room including 7 king size bed and 9 twin bed. Unfortunately there is no balcony as old Superior Room.</p>
 <p style="text-align: center;"><i>Figure 2.5 Deluxe Balcony</i></p> <p>(Source: novotelbogor.com/id)</p>	<p>Deluxe Balcony (new)</p> <p>Area 46 m² total of Deluxe Balcony is 46 room including 14 king size bed and 32 twin bed. This is a renovated room type, it already looks modern despite still using wood.</p>
 <p style="text-align: center;"><i>Figure 2.6 Executive Room</i></p> <p>(Source: novotelbogor.com/id)</p>	<p>Executive Room</p> <p>Area 56 m² total of Executive Room is 4 including 1 Superior Suite, 1 Deluxe Suite, and 2 Executive Suite. All Executive Room has king size bed.</p>
 <p style="text-align: center;"><i>Figure 2.7 Duplex</i></p> <p>(Source: novotelbogor.com/id)</p>	<p>Duplex</p> <p>Duplex Room is very special because the room has 2 floor locate at 2nd floor and has stair in the room. At bathroom it has standing shower and small bathtub. At the first floor room has living room and the second floor is the main bed room.</p>



Table 2.2 Facilities

B. Food and Beverage Outlet

Figure	Description
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 <p style="text-align: center;"><i>Figure 2.8 Capriccio Restaurant</i></p> <p>(Source: novotelbogor.com/id)</p>	<p>Capriccio Restaurant This restaurant is an Italian Restaurant and all the menu is <i>à la carte</i>. This restaurant locate at second floor of the hotel.</p>
 <p style="text-align: center;"><i>Figure 2.9 Meranti Verandah Restaurant</i></p> <p>(Source: novotelbogor.com/id)</p>	<p>Meranti and Verandah Restaurant This restaurant is an Indonesian Restaurant. This restaurant is always set as the breakfast venue, starting from 6 AM until 10 AM. The menu varies daily. Breakfast here offers both <i>à la carte</i> and buffet options. This restaurant locate at first floor.</p>
 <p style="text-align: center;"><i>Figure 2.10 Pandawa Coffee Bar</i></p> <p>(Source: novotelbogor.com/id)</p>	<p>Pandawa Coffee Bar This bar just selling coffee, tea, and gelato. Open at 11 PM and close at 8 PM. Locate at second floor.</p>

 <p style="text-align: center;"><i>Figure 11</i> <i>Figure 2.11 Mahoni Bar</i></p> <p>(Source: novotelbogor.com/id)</p>	<p>Mahoni Bar</p> <p>This bar locate at second floor same as Capriccio and Pandawa. Same as all bar, Mahoni Bar selling a lots variety of beverage like mocktail, cocktail, beer, ect.</p>
 <p style="text-align: center;"><i>Figure 2.12 Jati Pool Bar</i></p> <p>(Source: novotelbogor.com/id)</p>	<p>Jati Pool Bar</p> <p>This bar locate at swimming pool and selling variety of beverage like coffee, smoothies, juice, beer, ect.</p>

C. Meeting room

Novotel Bogor Golf Resort and Convention Center offers 13 meeting rooms and 2 multipurpose rooms available for multi-purpose functions accommodating 6-500 people. Our meeting facilities are equipped with modern audiovisual technology, full-size projector screens, and wireless microphones along with a standard set of Bogor meeting facilities. Upon request, we also provide video conferencing with large HD LED screens and ultra-sensitive wireless microphones capable of handling large conference rooms. Let our talented Bogor meeting experts handle all the details of your meeting to ensure your event's success.

The largest space at Novotel Bogor Golf Resort and Convention Center can be used for weddings and official events such as seminars, fundraisers, and more. The Grand Ballroom can accommodate up to 500 people. Additionally, apart from the Grand Ballroom, there are several other types of function rooms available

Table 2.3 *Meeting room*

Figure	Description
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 <p style="text-align: center;"><i>Figure 2.13 Ballroom I</i></p> <p style="text-align: center;">(Source: novotelbogor.com/id)</p>	<p>Ballroom I This is the largest Ballroom in Novotel Bogor. The capacity of Ballroom I can accommodate up to 500 people and can be set up according to guest requests. (Gede, Pangrango)</p>
 <p style="text-align: center;"><i>Figure 2.14 Ballroom II</i></p> <p style="text-align: center;">(Source: novotelbogor.com/id)</p>	<p>Ballroom II This is the second largest Ballroom in Novotel Bogor. The capacity of Ballroom II can accommodate up to 80 people. (Karang, Sanggar, Kencana)</p>
 <p style="text-align: center;"><i>Figure 2.15 MICE I</i></p> <p style="text-align: center;">(Source: novotelbogor.com/id)</p>	<p>Mice I Mice is the meaning of <i>Meeting, Incentive, Convention and Exhibition</i>. The capacity of Mice I can accommodate up to 25-40 people. (Salak, Koja, Papandayan, Ceremai, Putri). The meeting rooms can also be combined and their names change accordingly; for instance, Salak and Koja become Geulis. While Papandayan, Ceremai, and Putri turn into Halimun.</p>
 <p style="text-align: center;"><i>Figure 2.16 MICE II</i></p> <p style="text-align: center;">(Source: novotelbogor.com/id)</p>	<p>Mice II The capacity of Mice II can accommodate up to 10 - 50 people. (Malabar, Krakatau, Guntur, Pancar, Burangrang). The meeting rooms can also be combined and their names change accordingly; for instance, Pancar and Burangrang become Windu</p>



Figure 2.17 Galunggung

(Source: novotelbogor.com/id)

Galunggung

This meeting room is located near Meranti & Verandah Restaurant. The capacity of Galunggung can accommodate up to 30 people.

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Organizational Chart

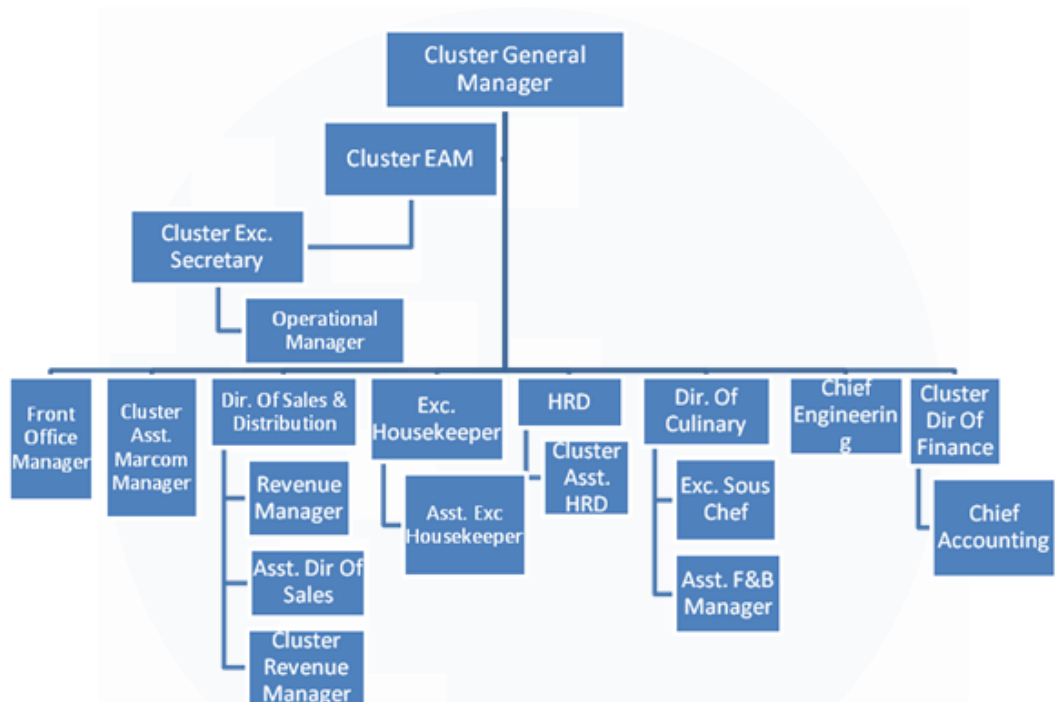


Figure 2.18 organizational structure of a hotel

Novotel Bogor is led by General Manager Mr. Scott WON and Executive Assistant Manager Mr. Herbert Hutagaol. In the Front Office department, there is a Front Office Manager named Mr. Sandi Pamungkas. The Front Office also has three supervisors, one of whom is the Guest Relations Officer (GRO) Supervisor named Ms. Nuni Indah Kurniati, and the other two are Front Desk Agent (FDA) Supervisors named Ms. Okke Oktaviani and Mr. Eko Saputra. There is also an Operator Supervisor named Ms. Dian Saraswati. The Front Office has one Night Manager named Mr. Adi Rusmana, and two Duty Managers named Mr. Heri Irawan and Mr. Arrasyid. Currently, the Front Office has four FDA staff, three GRO staff, and two Operator staff.

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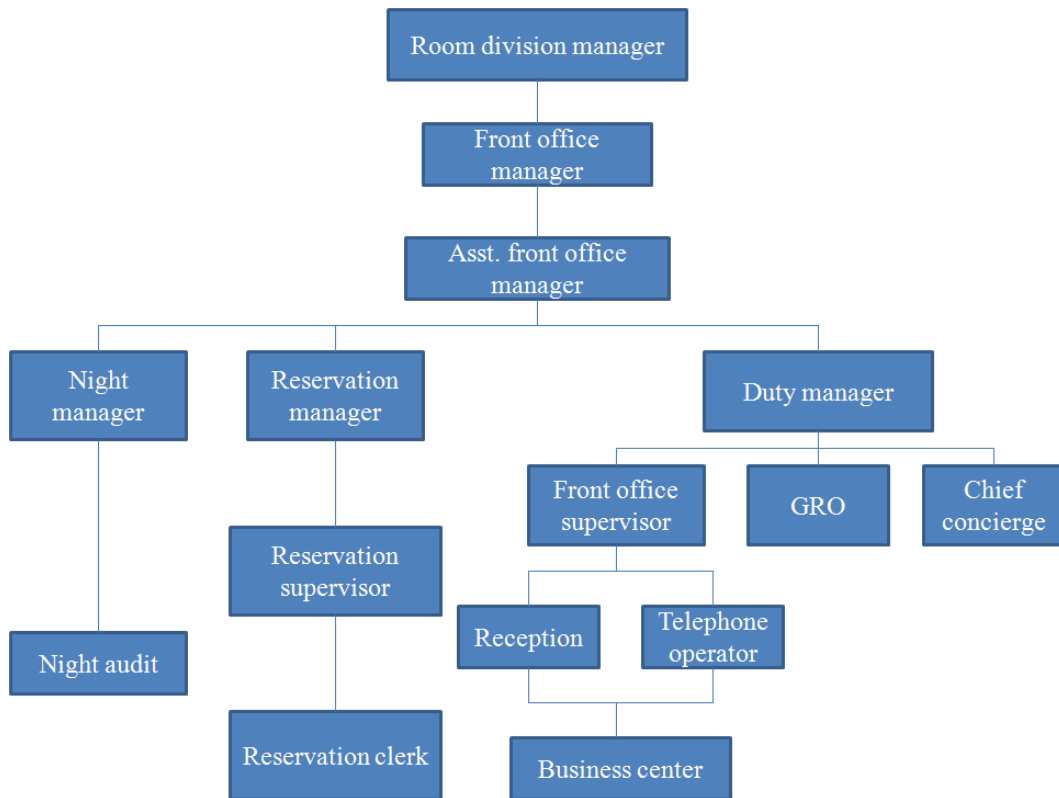


Figure 2.19 organizational structure of Front Office

The image above is an example of the organizational structure of the Front Office. Currently, the Front Office does not have a Revenue Manager (RDM), Assistant Front Office Manager, or Business Center. The Night Audit position has been replaced by a male Front Desk Agent (FDA).