

## CHAPTER 2

### GENERAL DESCRIPTION

#### 2.1. History

Vega Hotel Gading Serpong is located in Vega Center, Kav 1, Jalan CBD Barat Jl. Boulevard Raya Gading Serpong, Curug Sangereng, Kec. Klp. Dua, Kabupaten Tangerang, Banten 15810. This hotel was known before as Ara Hotel, then was officially opened in 2014 as the first 3-star hotel for Parador Hotels & Resorts Group, and is changed the name and the logo in 2021, embracing a new brand. Vega is located in a strategic location in Gading Serpong City, Tangerang, which is surrounded by shopping, business and entertainment centers and is only 45 minutes from Soekarno-Hatta International Airport.



Figure 2.1. Logo Vega Hotel Gading Serpong

With the new brand, there is also a change in the appearance. Vega Hotel embraces the ambiance of consciously stylish, as a report from Tempo.co call it. Guests can enjoy a new appearance starting from the building, lobby, restaurant and hotel rooms. The interior of Vega Hotel Gading Serpong reflects the modern lifestyle of Indonesian society. Vega works under the management of Parador Hotel & Resort hotel chain. Parador Hotels & Resorts or PT Parador Management International is a hotel management business unit in Indonesia from PT Paramount Enterprise International which was officially established on December 12, 2012. Parador Hotels & Resorts currently has 11 hotels in operation and spread throughout Indonesia. Parador Hotels &

Resorts has 5 brands ranging from 5 stars to 1 star. Among them are Vega Hotels, Atria Hotels, Ara Hotels, Fame Hotels and Starlet Hotels.

Vega, like any other hotel under the Parador Hotels & Resorts hotel chain already has CHSE certification from the Ministry of Tourism. CHSE Certification is a process of granting certification to Tourism Businesses Tourism Destinations and other Tourism Products to provide guarantees to tourists towards the implementation of Cleanliness, Safety and Environmental Sustainability. Previously, Parador introduced the Vega Hotel brand at the Vega Hotel Surabaya groundbreaking event in January 2020 and will become the second Vega Hotel in accordance with the hotel's opening plan in 2024.

Beautiful as it is, Vega Hotel is not pricey. To stay at this hotel, prices per night start from IDR 387,000. Vega Hotel Gading Serpong has 145 hotel rooms consisting of 135 Superior Rooms, 8 Deluxe Rooms and 2 Suite Rooms. Each room is equipped with a bed, LED TV, safe, work desk, wardrobe, telephone, coffee and tea making equipment, minibar, toiletries, shower, hairdryer and room slippers. Apart from that, it also provides meeting room facilities, a semi- Olympic swimming pool and water playground for children, body massage treatments and the best guest service.

## **2.2. Facilities**

Vega hotel has many services and facilities, like restaurants, semi Olympic swimming pool for adults swimmers and water playground for the children. Vega also has 7 meeting rooms equipped with the facilities for meetings.

There 145 guests rooms in all. It consist of 135 Superior, 8 Deluxe and 2 Suite Room. There are 7 meeting rooms, a Swimming pool and water playground. There is also a restaurant.

Table 2.1. Room types in Vega Gading Serpong


ROOM TYPE	DESCRIPTION
	<p>It is a 48 square meters of room equipped with living room, spacious bed, LED TV with local and international channels, safe deposit box, working desk, wardrobe, sofa, telephone, kitchenette, coffee and tea condiments, minibar, bathroom amenities, shower, hairdryer and slippers.</p>

Figure 2.2. Suite Room


	<p>It is a 24 square meters of space equipped with spacious bed, LED TV with local and international channels, safe deposit box, working desk, wardrobe, telephone, coffee and tea condiments, minibar, bathroom amenities, shower, hairdryer and slippers.</p>
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Figure 2.3. Deluxe Room


	<p>It is a 24 square meters of room equipped with spacious bed, LED TV with local and international channels, safe deposit box, working desk, wardrobe, telephone, coffee and tea condiments, bathroom amenities, shower, hairdryer and slippers.</p>
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Figure 2.4. Superior Room

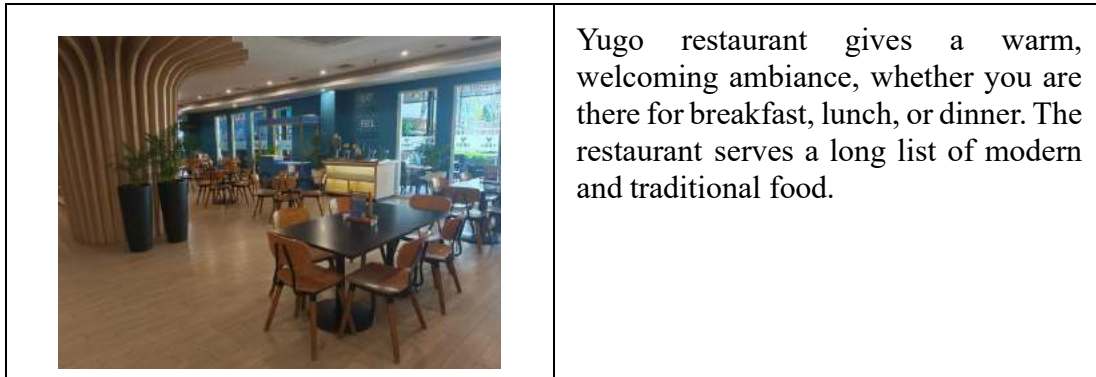


Figure 2.5. Yugo Restaurant



Figure 2.6. Barbecue Corner

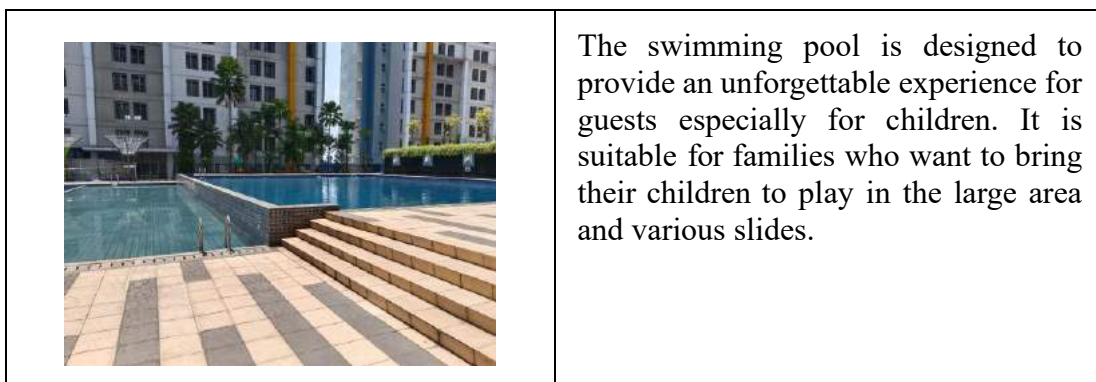
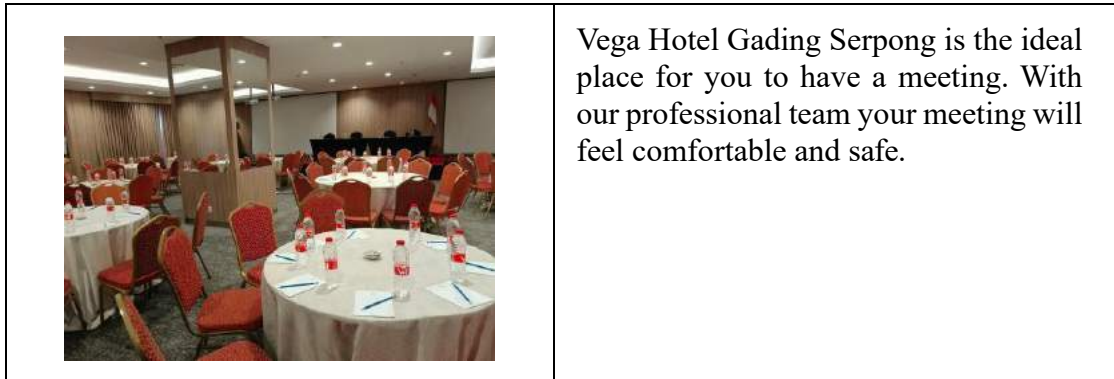
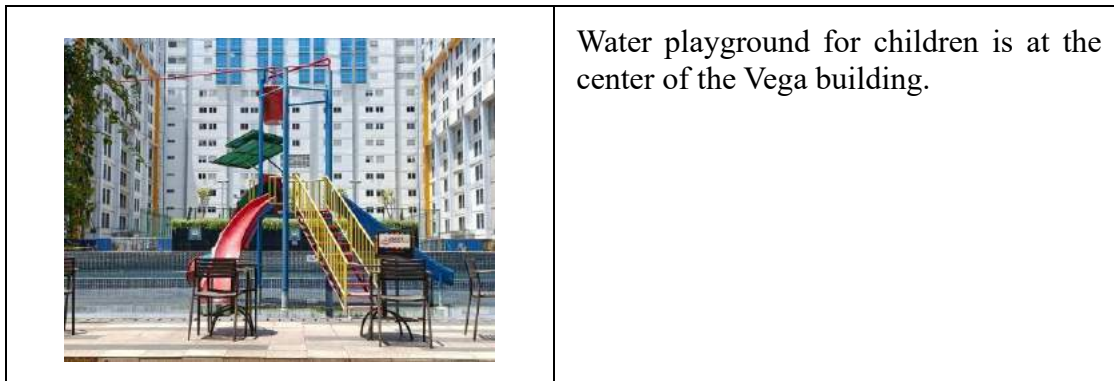


Figure 2.7. Swimming Pool



Vega Hotel Gading Serpong is the ideal place for you to have a meeting. With our professional team your meeting will feel comfortable and safe.

Figure 2.8. Capella Meeting Room



Water playground for children is at the center of the Vega building.

Figure 2.9. Water Playground

### 2.3. Organizational Structure



Figure 2.10. Organizational Structure in Vega Hotel

The head of Vega Hotel is called the General Manager. The General Manager supervise 9 sections:

1. The Front Office
2. The Housekeeping
3. The Engineering

4. The Food and Beverage Service
5. The Food and Beverage Product
6. The Sales and Marketing
7. The Accounting
8. The Human Capital Department
9. The Administration and General

In every section there is the manager and subordinates under the manager.

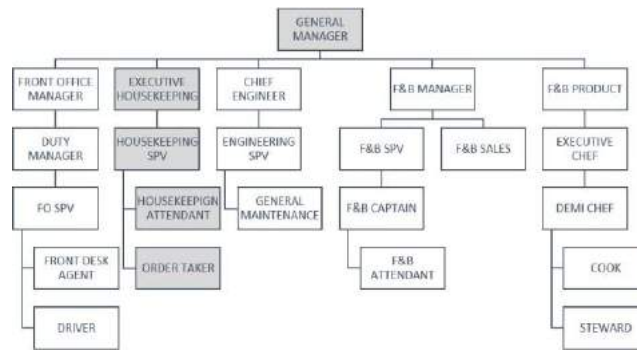


Figure 2.11. Organizational Structure Under the Manager

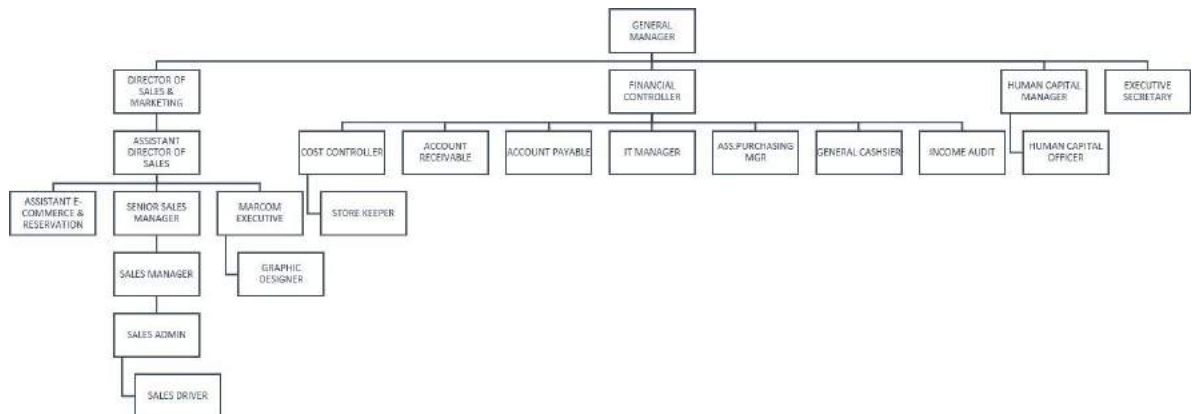


Figure 2.12. Organizational Structure Under the Manager (continued)

As the writer takes internship in the Housekeeping Department, the writer will describe more on the structure of Housekeeping Department.

The housekeeping chief is called the Executive Housekeeping. Under the Executive Housekeeping is the Housekeeping Supervisors. And under the Housekeeping Supervisors there are housekeeping attendants and Order taker who report to the Supervisors.

Housekeeping itself has a list of roles including Room Attendant, Public Area, Laundry, Linen Room, Order Taker, Gardener, Uniform Room, Pool Attendant, Houseman, Linen Management, Executive Housekeeping, Supervisor Housekeeping, Night Supervisor and Minibar Attendant.

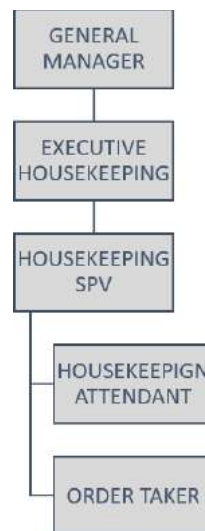


Figure 2.12. The Organizational Structure in Housekeeping Department

Workplace Housekeeping may be defined as activities undertaken to create or maintain an orderly, clean, tidy, and safe working environment. Effective housekeeping can eliminate many workplace hazards and help get work done safely and properly. In a hierarchical structure, such as found in many large hotels, senior management or general managers oversee departments like Front Office, Food and Beverage Service and Food and Beverage Production.