

CHAPTER II

LITERATURE REVIEW

This chapter described about : Hotel, function of hotel as facility in supporting learning activities, Institute of Hotel in Palembang, Edotel SMK Negeri 6 Palembang.

2.1 Hotel

According to Sulastiyono (2011, p5), hotel is a company that is managed by its owner by providing rooms, food service, drink and other facilities that can be enjoyed by people to travel and able to pay a reasonable amount accordance with the service received without the presence of a special agreement.

While according to Bagyono (2006, p9) hotel is an establishment which offers accomodation, food and drink to travelers.

Hotel as an accomodation that provides some facilities and rooms, food and beverages and other services for public that stay for a while and managed commercially. Hotel is not only for accomodation but also for meeting, and conference.

According to Arief (2005) there are three types of hotel :

a. **Residential Hotel**

A hotel where tourists stay longer (settled) and usually resembles an apartment building, providing services required by the occupants, is also a dining room and bar.

b. **Transit Hotel**

A hotel that is intended for people who traveling for business, so it is often called commercial. This type are usually located in city centers or in trade.

c. Resort Hotel

A hotel which usually accommodate those who travel for vacation (weekend) and are usually located in resting places such as mountains and coast.

There are also some departments in hotel, they are :

1. Front Office Department

Front Office (FO) Department is a department whose job is related to the hotel guests directly. The department is the first impression for guests when guests want to check-in. Therefore, based on the function, the location of the hotel front office should be in place that is easily seen or noticed by the guests. To assist the implementation of the function of the front office is divided into several sections, each section has different function. The functions of FO department are as follows:

a. Reception / front desk

Receiving guests, check availability of the room, check the guest data.

b. Reservation

Checking the reservation, check availability of rooms, handle extrabed request, checking guests data, handling when the guest check out.

c. Telephone Operator.

d. Information services

e. Cashier

Receive payment from the guest for the room and the use of the facilities in hotel.

2. Housekeeping Department

Housekeeping department is the department that responsible for all the cleanliness of the hotel both indoors and public area and cleaning hotel facilities. Housekeeping section is one of parts which has the role and function in providing services to the guests, especially the comfort and cleanliness of the hotel room. In performing the duties convenience of service and cleanliness of the hotel room, the room maid should also be cooperate with Other sections contained in hotel, for example part of the front office section, food and drink (Food & Beverage), Engineering, and the accounting department.

Housekeeping is divided into several sections such as:

- a. Roomboy / roommaid
- b. Laundry section
Perform maintenance tools such as sheets, pillowcases /, blankets and also receive laundry clothes / coats for guests.
- c. Gardener & Florist section
Handle gardens and ornamental plants in the environment hotel and make a decoration for conference room.
- d. Swimming pool section
- e. Public Area
Clean all area of hotel except rooms.

3. Restaurant / Food & Beverage (F & B) Department

Food and Beverage department is a department that handles matters that related to the processing and provision of food and

beverage services, facilities in restaurant, banquet and for the meeting conference.

4. Accounting Department

Accounting Department is a center for Hotel in organizing the preparation company, financial administration, and management will be able to know how much income that has been earned and how development the company for the future.

5. Human Resource Department

This section is responsible for performing activities related to the human resources that available in the hotel working environment. The Department also has a duty to develop existing work as well as organize and conduct the education and training for all the levels of employee.

6. Engineering Department

Engineering Department is a department that is responsible for handling maintenance and repairs to all the tools and machines that exist in hotel if there is something problem.

7. Security Department

This section is responsible for the safety in hotel and outside of the hotel.

Hotel also has criteria of hotel classification that is reviewed from some factors that related to each other. Factors of hotel classification among others level of hotel, purpose of using, hotel location, hotel plan usage, number of rooms, the size of hotel, a length of stay, guest activity during stay and type of guests.

Based on statements above, the writer conclude that Hotel is an accomodation that provides facilities that can be enjoyed by the guests.

2.2 Function of Hotel as Facility in Supporting Learning Activities

The students of SMK Negeri 6 are prepared to be ready to work after finishing their school without going to university/college. SMK Negeri 6 is the one of choices for the students who want to be a professional worker. In SMK Negeri 6, there are some majors: Hotel Accomodation, Restaurant, Beauty Class and busana. In this case, the writer just explain about Hotel Accomodation major.

There are some Vocational High Schools that open for hotel major. For example SMK Negeri 6 that not only provides hotel major but also builds a hotel training or Education Hotel (Edotel) for students.

Hotel as facility in SMK Negeri 6 that can be used by students to practice and apply what they learned in the class is really help the students and the teacher in learning activities because it is not enough if they just learn about the theory, they have to apply it directly. Edotel is more focus to education so that it can be managed by the students of Hotel Accomodation.

The purpose of this education is to increase the quality of service and hotel facilities, in other word it needed hotel human resources that excellent and professional in each sector. The students who graduated from Perhotelan Accomodation is prepared to become an employee of hotel that has knowledge and skills in all hotel department with supporting by attitude and personality as a professional worker.

2.3 Criteria of Edotel in Learning Activities

All kinds of hotel have criteria, including edotel. Edotel should have at least fifteen rooms, and also parking area, lobby, front office, laundry room, meeting room, safety, housekeeping, restaurant. All of facilities that edotel can be used by students to practice.

2.4 Institute of Hotel in Palembang

There are some institutes of hotel training such as: Lembaga Pendidikan Keterampilan (LPKP) that located in Jl. Veteran No.4004 Palembang and in Swarna Dwipa. LPKP in Veteran is the one of hotel institutes that has produce a thousand graduated who has good quality in tourism industry.

Since it was built in 1993 until now there are at least 1.500 workers in hotel and restaurant that have already work in hotel and restaurant in Palembang and other city.

Education system in LPKP Palembang, theory and practice in the class and in the laboratorium, while on the job training during three months in hotel and restaurant both in Palembang or in other city (Achmad Kesuma).

Because the limitation of local room, LPKP just accept 60 participants, males and females who graduated from Senior High School (Zainal Piliang).

2.4 Edotel SMK Negeri 6 Palembang

Palembang (Antara Sumatra) SMK Negeri 6 has a hotel service that located in Sekip region are used by students to practice and seek business benefit.

The hotel belongs to the school is more focused to support the education of students for the category 'Edotel' or hotel training although not dismiss the relatively large benefit for income of school representatives said the Field of SMK Negeri 6 Palembang (Rivalena).

On certain occasions, the hotel that blends residential and conference hall was filled with visitors because it offers a relative cheap price.

Visitors came from various cities that generally come with their family. They will feel like being stay at their own home for in the hotel that was built in 2009. Edotel full of visitors during the holiday.

The hotel provides 20 rooms consist of superior and executive rooms with rates ranging Rp.50.000- Rp.300.000 per night.

The school as a means to optimize the hotel's practice of students, usually for hospitality majors get schedule for cleaning rooms and serving guests. Chairman of hotel and restaurant union sumsel Erlan added, the demand for base increased in recent years in Palembang.

Palembang currently became central Sumatra business so as to increase the number of hotel occupancy. Although the category of hotel is vocational training but still offer comfort because the business is done in accordance with established standards (ANT / pso -039).