

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

The writer has done the industrial placement program in Raffles Hotel Jakarta. The Industrial Placement period starts from September 2021 until February 2022. The writer did the Industrial placement in the Front Office Department specifically in the Butler and Concierge. The writer works as a butler to assist some requests from the guest and also as a concierge to help the guest carry their luggage to the room.

Table 3.1 Section, Period, Work Shift

Section	Period	Work Shift
Butler	5 September - 28 November 2021	Morning (7 AM - 4 PM) Middle (11 AM- 8 PM) Afternoon (1 PM - 10 PM)
Concierge	28 November 2021 - 2 February 2022	Morning (6 AM - 3 PM) Middle (9 AM- 6 PM) Afternoon (2 PM - 11 PM)

In the hotel there are so many departments to support the hotel daily activity. Without the support from each department the hotel operation will not work smoothly. There are some examples of coordination between each department.

1. Front Office Department - Housekeeping Department
 - a. Preparing the room for the next guest arrival.
 - b. Make up the room to help the butler set up for the quarantine guest.
2. Front Office Department - FnB Production Department
 - a. Communicate how many VIP guests today to prepare the afternoon tea.
 - b. Communicate how many quarantine suite bookers to prepare the afternoon snack.
3. Front Office Department - Purchasing Department
 - a. Purchased milk, coffee bean, tea bag, milk, mulberry, to provide butler daily operation in making welcome drink for the guest.

4. Front Office Departement - Security

- a. Secure the quarantine floor to prevent the quarantine guest from going outside the room.
- b. Check the trainee and colleague bags before and after work.

5. Front Office Department - Engineering Department.

- a. Repair and Maintaining room equipment such as remote tv, curtain, room telephone, and room lamps.

B. Job Description

When having Industrial placement in Raffles Hotel Jakarta, the writer works as a butler and concierge. Below is the job of a butler and concierge.

Butler :

1. Have Knowledge about hotel facility
2. Set up for quarantine guests.
3. In room check in
4. Make an engagement with the guest.
5. Handling guest complaints.
6. Make a welcome drink for guests.
7. Deliver afternoon snacks and afternoon tea for VIP and Suite booker guests.
8. Packing and Unpacking Service.
9. TV and Coffee machine assistance.

Concierge :

1. Update the quarantine guest location to assist butler for preparing room check in.
2. Have knowledge about hotel facilities and nearby hotel attractions.
3. Searching for guest requests.
4. Deliver guest luggage
5. Handle guest complaints.
6. Make transportation record

7. Book flight, restaurant, and taxi based on guest request.

C. Problems and Solution

In every Industrial Placement program, there will be a problem that we must handle. The writer must have to face some problem when doing the Industrial Placement Program. Below are some problems that the writer faced during the Industrial Placement Program.

1. Insufficient basic skill.

In the first week of Industrial Placement the writer has some problems when the staff tell the writer to make towel art. Because of this pandemic the writer must learned how to make a towel art by online classes and it is hard for the writer to make the towel art in the first week. But during the Industrial Placement program some staff in Raffles Hotel Jakarta taught me how to make swan towel art with a fast method. Besides that, the writer has some problems with the hotel system because the hotel system in Raffles Jakarta is different from the hotel system that the writer learns from the campus. Hotel system was very important for the front office department. The Front Office Department must know the estimated time of arrival for the quarantine guest to set up their room or the guest membership to set up some complimentary minibar for the platinum accor member. All of them can be checked in the hotel system.

2. Difficult in adapting with new people.

In the early industrial placement program, the writer must adapt with a new environment and new people. The writer kinda has some problems adapting with new people and the environment. The writer must adapt with another trainee from another university that has a different personality and the writer must learn another trainee personality to make a good work environment. Beside that, the writer must adapt to a new work environment that is different on campus. When working in the hotel the writer must learn fast about the hotel information and facilities

to create a good work environment with the staff. Because in the first week when the writer entered the Industrial Placement program the writer asked to adapt more quickly because the hotel occupancy was fully booked.