

INDUSTRIAL PLACEMENT REPORT
OPERATIONAL DEPARTMENT AMARIS HOTEL
SERPONG

Submitted for partial fulfillment of the course curriculum



UMN
UNIVERSITAS
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INDUSTRIAL PLACEMENT REPORT VALIDATION
OPERATIONAL DEPARTMENT
AMARIS HOTEL SERPONG

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NON-PLAGIARISM DECLARATION FORM

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Department : House Keeping & Front Office

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Training periods : 3 July 2021 – 3 January 2021

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Tangerang Selatan, 16th December 2021



Ade Zalfa Syahira

ABSTRACT

As a student of Hotel Operations Program in Universitas Multimedia Nusantara, the writer conducted an Industrial Placement program to experience real industry while applying what have been learned from the campus in terms of room division department. The Industrial Placement was held for 6 months straight in the 3rd semester. Started from July 3rd until 2nd January in Amaris Hotel Serpong. The writer was posted in the Operational department for six months. Many lessons are learned from the writer experience while doing the Industrial Placement in Hotel Amaris Serpong, especially by learning on how to do multitask in Front Office department with multiple jobs such as making online reservation in system, printing guest online reservation, and also handling guest calls outside and inside hotel. Problems occurred during the process includes the adaption to stay focused while multitask in Front Office Department. However, the writer solve the problem by not rushing while do the job, so the work can run smoothly and clear. By this Industrial Program, the writer hopes this report can give information to readers while carry on the Industrial Placement.

Keywords : Universitas Multimedia Nusantara, House Keeping & Front Office Department, Amaris Hotel Serpong

ABSTRAK

Sebagai mahasiswa Program Operasi Hotel di Universitas Multimedia Nusantara, penulis mengadakan program Penempatan Industri untuk merasakan industri nyata di dunia kerja, sekaligus menerapkan apa yang telah dipelajari dari kampus dalam departemen *room division*. Penempatan Industri dilaksanakan selama 6 bulan berturut-turut pada semester 3. Dimulai dari tanggal 3 Juli hingga 2 January di Amaris Hotel Serpong. Penulis ditempatkan di departemen *Housekeeping & Front Office* yang digulirkan setiap bulan. Banyak pelajaran yang dapat dipetik dari pengalaman penulis selama melakukan Penempatan Industri di Hotel Amaris Serpong, terutama dengan mempelajari bagaimana melakukan multitask di Departemen Front Office dengan beberapa pekerjaan seperti membuat reservasi online di sistem, mencetak reservasi online tamu, dan juga menangani panggilan telepon tamu di luar dan di dalam hotel. Masalah yang terjadi selama proses antara lain yaitu cara adaptasi untuk tetap fokus saat multitasking di Departemen *Front Office*. Namun penulis mengatasi masalah tersebut dengan tidak terburu-buru dalam mengerjakan tugas, sehingga pekerjaan dapat berjalan dengan lancar dan jelas. Dengan adanya Program Industri ini, penulis berharap laporan ini dapat memberikan informasi kepada pembaca selama melaksanakan Penempatan Industri.

Kata kunci : Universitas Multimedia Nusantara, Departemen Housekeeping & Front Office, Hotel Amaris Serpong

PREFACE

Praise be to God Almighty who has given his blessings and gifts so that this report can be completed on time smoothly. The writer wants to thank everyone who is included by finishing this report of Industrial Placement program for the past six months.

This report is a report on the results of the Industrial Placement program which is held from July 3rd to 2 January 2021. The writing of this report was carried out in order to fulfill the requirements for passing semester 3 from the Industrial Placement course in the Hotel Operation Diploma Program, Universitas Multimedia Nusantara.

The writer would like to thank you for the encouragement and assistance that has been supported and given from several parties so obstacles and difficulties that the writer faces finally can be resolved. Therefore, the writer would like to express the greatest honor to Mr. Andhika of the General Manager of Hotel Amaris, Mr. Ahmad for the Supervisor. And also the senior staff of Amaris Hotel that have helped the writer and accompanied along while doing the Industrial Placement program.

Then, the writer wants to show a big thank you to the lectures, especially Mr. Oqke Prawira, S.ST, M.Si.Par, as the head of Hotel Operations program in Universitas Multimedia Nusantara. Also Ms. Adestya Ayu, S.ST, M.Si.Par, as the writer's advisor. Then, Ms. Yoanita Alexandra, S.E, B.A, M.Par as the lecturer of House Keeping, And Ms. Septi Fahmi Choirisa, S.Kom.I.,M.Pa as the lecturer of Front Office that help the writer building knowledge during teory class and writer's work achievement.

Lastly, hopefully this activity report which includes the implementation of an Industrial Placement for six months can help readers to find out what was done during the Industrial Placement and provide detailed information regarding the hotel where the writer did the Industrial Placement program in.

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