

CHAPTER III

TRAINEE PERFORMANCE

A. Placement & Coordination

The writer was posted at Operational Department and had the chance to experience both parts of operational activities, including in Front Office Area and Housekeeping area. The roster is rolled monthly.

Table 3.1. Monthly Activity

TIME	JOB DESCRIPTION
3 – 31 July	House Keeping
1 – 31 August	Front Office
1 – 31 September	House Keeping
1 – 31 October	Front Office
1 – 30 November	House Keeping
1 - 2 January	Front Office

Each area of Operational Department must coordinate with other departments to maintain the accuracy of information needed regarding the guest status. This will help the communication between departments run smoothly.

1. Front office area with Accounting Department

The working relationship between the front office and the accounting department includes various matters relating to finance, both expenses and income and purchase. Including; collection of guest credits that have not paid, petty cash, remittance of funds, handling night audits, hotel room avenues, and safe deposit box.

2. Front office area with Housekeeping area

Both areas are under Operational Department. However, this area cooperates often to inform room status, and also front office must provide list from the expected departure for the day in prior.

3. Front office with Engineering

These two departments must be correlative because it will help the front office to maintain the technical problem in the room from the guest complain, or

either public area.

4. Security with Engineering

These two departments are in charge of managing the parking lot due to the limited parking space. The Security can contact the engineering if there are guest car that wants to get out.

B. Job Description

During the Industrial Placement in Hotel Amaris Serpong, the writer has gotten many knowledge and skills by operating in not only one department, but two, which is Front office and House Keeping departments. The front office department in Amaris Hotel Serpong has many duties. Some of the writer have known and experienced are as follows:

a. Check in guest

When checking in guest, the standard operation is:

- 1) Greet guest
- 2) Ask if the guest have ever made a reservation before
- 3) Ask for id card and scan it
- 4) Give the signature paper and ask for the guest phone's number
- 5) Ask if the guest wants smoking or non-smoking room
- 6) Check the availability of the room
- 7) Scan the room key's card regarding to the room number
- 8) Give the key card to the guest
- 9) Tell the breakfast for tomorrow is on the second floor, started from 6 to 10 am.
- 10) Tell the guest thank you.

b. Handling guest calls outside and inside hotel

- 1.) Greet guest by saying "Good morning/afternoon/evening, with reception, how may I help you?"

c. Fill in guest data

d. Guest bill recap

- 1.) Print the guest bill from the hotel system
- 2.) Enter the guest payment in the excel according to the guest payment type

- e. Printing guest online reservation
- f. Folding towel
- g. Preparing box and cutlery set for wedding packages
- h. Welcoming guest near the door for wedding guests
- i. Preparing breakfast to the guest in restaurant
- j. Cleaning room

The writer works by cleaning the room when working in House Keeping area.

The SOP includes before entering the room is:

- 1.) Knocking the door 3 times and say “service staff” to ensure that there is someone inside or not.

- k. Cleaning public area

C. Problems and Solutions

1. Problems

Since the writer has carried out these 6 months Industrial Placement, there were several obstacles that the writer experienced while carrying out the Industrial Placement. The obstacles faced by the practitioner during the Industrial Placement are as follows:

- a. The adaption to stay focused and careful while in Front Office Department, especially when there is a guest call coming while making an online reservation or printing guest bill. The writer should not be rushing and be careful to prevent misstep while doing the job.
- b. Number of staff at front office is only one person per shift so there is a problem when the staff needs to go to have a break. Fortunately, Amaris Hotel hires trainees to assist the Front Office area. However, during the Industrial Placement, trainee who was placed in Front Office area was only the writer. So the writer thinks it would be not wise to have person from Finance Department to replace the Front Office staff during break.
- c. Stuff Carried Away In Guest Room

One day in the first month of trainee, the writer was positioned House Keeping department to clean an occupied dirty room, while doing the second sop of cleaning the room which is throwing away the rubbish. The

writer was mistaken by thinking that the air freshener bottle on the table is empty and decided to throw it in the trash, because it feels really slight when carried. But a few moments later while in the lift, the senior noticed in the trash bin on the trolley, and immediately grab the bottle to check if its empty or not, and it turns out there is still a little liquid inside, so the writer had to get back to the room quickly before the guest came in.

d. The writer forgot to put toilet paper on the bathroom while cleaning

During the third month of Industrial Placement, the writer was posted in HK department. That time, after the writer and the senior Housekeeper have been finished cleaning the room on the sixth floor, the senior housekeeper informed the writer that the writer forgot to refill the toilet paper in the 5th floor. So, the writer needs to go back to refill the toilet paper in the bath room.

2. Solution

As a staff, it is a must to check and re check to make sure the work is complete to avoid mistakes, because a small misstep can cause a big impact, good or bad to the guest or even towards other department, and the hotel itself.