

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### **3.1. Placement Coordination**

The writer chooses the front office department section for his industrial placement. The front office department is the face of the hotel because the front office is the first department that will face the guest and needs to ensure that the guest will be given services that will satisfy them. The front office department needs to be efficient and ensures that guests will have a pleasant stay with us. To achieve efficiency in the front office department, other departments play a crucial role to make sure this happens.

Coordination with other departments is needed so that guest does not take a long-time to satisfy their needs to be fulfilled with our services. Coordination with housekeeping is crucial to make sure there are rooms available or inform to the front office department that rooms are already in clean status. This coordination with housekeeping is important to ensure that the guest won't wait too long for their room to be ready. Coordination with FnB service, to ensure guest that ordered in room dining service will be delivered safely to the exact room and according to order.

Coordination with security service, to ensure guest will feel safe and also deal with theft or robbery if happened. And lastly coordination with the engineering team to deal with broken properties in the front office area such as lamps that died, broken stuff, and reports issues at the lobby such as leaking. To provide excellent service to guests, each departments needs to communicate and execute problems together to achieve excellent service for guests because hotel does not rely only on some departments but all the departments are involved to make a hotel great and excellent at giving service.

### **3.2. Job Description**

The front office department at The Dharmawangsa is branched into four different sections for trainee to try. It is consisted of reception, guest service, concierge, and operator. The writer worked for two months in the reception section and one month in the other section of departments for five days in a week with two days off for 8 hours each day.

The first three weeks in reception was used for the writer to adjust and learn about the system and how things work. While entering the 4<sup>th</sup> week, the writer was able to check in guest without any help from the staff and also settles bills and payments. After 2 months in reception, the writer then moves to other front office section which is guest service. The first week of guest service was used to learn on how things work in the guest service. Following two weeks at guest service, the writer was able to load and unload guest luggage, car call taxi and drivers, handles items to be collected, and give basic hotel directory to guests. On the 4<sup>th</sup> month, the writer then moves to the concierge section. Because the jobdesk of concierge is similar to guest service, the writer does not need to adjust and learn on the first week.

The writer is capable of doing concierge's job desk easily because of its similarity with guest service job desk. The main difference in guest service and concierge job desk is that guest service usually stands by the veranda area while concierge usually stands inside the hotel area. By the time of writing this internship program, the writer has not yet move to the operator section.

### **3.3. Problems and Solutions**

While doing industrial placement at The Dharmawangsa, the writer faces several problems that is needed to be fixed.

Problems:

1. The writer got a bad review at TripAdvisor because the writer was ignorant to a guest.
2. The writer sometimes does not offer assistance with their stuff to guest that wants to check out
3. The writer is sometimes forgetful on using the opera system

Solutions:

1. The writer is counseled, helped, and encouraged to be more proactive by staff and worked together to find a way to fix the problem.
2. The writer is reminded by the staff to be more active for offering assistance to guests.
3. The writer writes down notes when using the opera system.