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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

The writer started the Industrial Placement program in Front Office Department from 1 July to 31 December 2019. During this period, the writer was placed in many positions, such as:

Table 3.1 Trainee's Schedule

DATE	POSITION
July 1 – 31 July, 2019	Bellman
Aug 1 – 31 Aug, 2019	DTS (Delighted to Serve)
Sept 1 – 31 Oct, 2019	Navigator
Nov 1 – 31 Dec, 2019	Front Desk Agent

The Industrial Placement at Renaissance Uluwatu Resort & Spa was done for nine hours, with five working days and two days off every week. The working shift is as follow:

Table 3.2 Trainee's Working Shift

Morning Shift	07.00 - 16.00 WITA 08.00 - 17.00 WITA 09.00 – 18.00 WITA
Middle Shift	10.00 - 19.00 WITA 11.00 - 20.00 WITA
Afternoon Shift	12.00 – 21.00 WITA 13.00 – 22.00 WITA 14.00 – 23.00 WITA 15.00 – 24.00 WITA 16.00 – 01.00 WITA 18.00 – 03.00 WITA
Night Shift	23.00 – 08.00 WITA

During the Industrial Placement, the writer has observed that Front Office Department has a close relationship with:

1. Housekeeping Department

FO Department coordinates with Housekeeping about room which is ready to serve or regarding the consumption of the products in minibar during the guests' stay.

2. Engineering

FO Department coordinates with Engineering when finding damage or an error on any machines and facilities.

3. B&F Department.

In Renaissance, before any elite member check-in, Navigator team has to prepare for member's amenities in the room. They are ordered to B&F Department and then delivered to the room by In Room Dinning.

B. Job Description

As a Bellman, the writer must know the route of Renaissance Bali Uluwatu Resort; from main building to other buildings, restaurant, spa, or gym, because the hotel has six complicated buildings. The writer must remember them so that when the writer escorts the guests to the room, they will not get lost. Other jobs include:

1. Escorting guest after check – in process to the room and explaining the room facilities,
2. Handling guest luggage,
3. Ordering Guest taxi,
4. Giving directions if guest wants to go other buildings like, Spa, Gym, or Restaurants,
5. Driving Buggy (Golf Car) to building four, six, or lower swimming pool,
6. Preparing welcome drinks and Oshibori to guest upon check-in process,
7. Handling valet parking and free parking tickets for guests.

After Bellman, the writer was placed in DTS (Delighted to Serve) on August. The writer is taught how to answer the telephone inside and outside the hotel, for example:

From Inside the hotel: Good Morning/Afternoon/Evening Delighted to Serve team, Albert speaking, how may I assist you?

From Outside the hotel: Good Morning/Afternoon/Evening Albert speaking, how may I assist you?

The writer is learning how to use telephone with several buttons with different functions. The writer needs to remember essential extension number, and callers such as sales, event, reservation team, spa and restaurant which are often asked to communicate. And the tasks as Delighted to Serve team such as:

1. Receiving telephone,
2. Handling room service order from guest.
3. Handling a wake-up call
4. Handling breakfast boxes for the guests who have a morning tour.

The writer was placed in Navigator in October for two months with main responsibilities such as:

1. Escorting Marriott Bonvoy Elite Member, VIP member.
2. Checking whole room (such as towels, glasses, turn on television, changes the electric card) for Member or VIP. The room is expected to be perfect with the welcome amenities and welcome card from GM or Loyalty Manager.
3. In lobby, giving information about Bali destination and attraction area that guest can visit, then organize guest tour from the vendor.
4. Ordering amenities for next Member or VIP coming.

Finally, the writer was placed as Front Desk Agent until the rest of Industrial Placement. The responsibilities are:

1. Handling check-in and check-out guests, payment,
2. making room key,
3. Handling guest profile to the Opera system,
4. Explaining about hotel facilities and activities.
5. Preparing for check out data / departures guest data for tomorrow, especially guest folio, receipt, and bill.

C. Problems and Solution

1. Problems

- a. Because Renaissance Bali Uluwatu Resort & Spa has six buildings and has a unique concept in its buildings, the writer was confused at first and needs to understand the building layout and to find out the shortcut.

- b. When in Delighted to Serve (DTS) the writer has problem when listening through telephone, especially ordering room service.
- c. So many destinations in Bali, that makes the writer difficult to answer when guest ask about the famous Bali destinations.
- d. During check – in and check - out process the writer takes a long time. Especially when do the check – out process because have to accurate and concentration, because deal with guest bills, billing and posting.

2. Solutions

- a. The writer tried to inspect each elevator to find the room number and explored the hotel to find the shortcut by the help of the seniors / supervisor.
- b. The writer paid more attention to the senior when they are handling order from room service steps by steps. The writer gained more knowledge about the room service menu and learn how they communicate with guests.
- c. The writer asked a lot to supervisors, explore more knowledge from the internet about the favorite destination around hotel and Bali Island, then read the hotel brochure and tour guide book for improving knowledge about Bali places.
- d. The writer tried to be more relaxed and not nervous during check – in or check out, then learned slowly in handling Opera system.