

**FRONT OFFICE DEPARTMENT
IN HOTEL CIPUTRA JAKARTA**

Industrial Placement Report

Submitted for partial fulfilment of the course curriculum



UMN
UNIVERSITAS
MULTIMEDIA
NUSANTARA

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Program : Hotel Operations Program
Faculty : Business

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2019

INDUSTRIAL PLACEMENT REPORT VALIDATION
FRONT OFFICE DEPARTMENT
IN HOTEL CIPUTRA JAKARTA

BY

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Faculty : Business

Tangerang, 25 November 2019

Advisor



Septi Fahmi Choirisa, S.Kom, I.M.Par

Acknowledged by :

Head of Hotel Operation Department



Ojke Prawira, S.ST, M.Si.Par

PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Vanessa Agatha

NIM : 00000032634

Program : Hotel Operation

Who have conducted an industrial placement at:

Hotel : Ciputra Hotel Jakarta

Department : Front Office Department

Hotel Address : Letjen S. Parman St, RT.11/RW.1, North Tanjung
Duren, Grogol petamburan, West Jakarta City,
Jakarta 11470

Industrial Placement Period : June 2019 - December 2019

Advisor : Septi Fahmi Choirisa, S.Kom.I, M.Par.

Confirm that this report is my own work, is not copied from any other person's work (published or unpublished) and has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere. Every citation and quote from different sources has been mentioned at Bibliography part in this report. If one day, a fraud in found in the report or in the industrial placement, I accept to receive the sanction, which is failing in Industrial Placement subject.

Tangerang, 25 November 2019



(VANESSA AGATHA)

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ABSTRACT

The objective of this Industrial Placement program is to enhance the skill of the student in Room Division, especially in Front Office Department. The program has been started since June 2019 until December 2019. Industrial Placement is a must thing to do in Universitas Multimedia Nusantara before graduating. Industrial Placement is very important for the writer because the writer can learn in real hotel industry and get so many experience.

But in the program there are some rules that must be followed by students that want to do the Industrial Placement. It is useful program that can help the student to work in real industry. Some problems occurred during the training program such as check in and check out process, greeting's feedback from guest and the writer's lack of knowledge about the destinations. However, such problems can be solved by a practice more.

After the Internship program has been done, student will go back to campus. But the student need to do some report about the internship program. This report is made as for partial fulfilment in the course curriculum. The document described as the details about the activities done during the Industrial Placement from June 2019 to December 2019. This information can be a reference for other training program or course curriculum in Universitas Multimedia Nusantara.

PREFACE

The success of this training program depends greatly on the encouragement and guidance of many others. Through this opportunity, the writer would like to express gratitude and respect to those who have helped me in the make this report. So, the writer also want to thank my God and my family who always beside me and always support me for the past six months.

First of all, the writer would like to show my greatest gratitude to coordinator of Industrial Placement Ms. Septi Fahmi Choirisa as the lecturer in Front Office subject, to Ms. Yoanita Alexandra as the lecturer in Housekeeping subject, Ms. Adestya Ayu who was monitored the writer's performance and helped in the process of completing this report and to all lecturers of Hotel Operation Program; Mr. oqke and Mr. kevin.

Then, I also want to say thank you to Mr. Heru Setiawan as the Front Office manager, Mrs. Nurma as assistant front office manager, Mr. Arif and Mr. Daus as Supervisor front office. The writer also want to thank Mr. Endi as a chief concierge, thank you for the guidance so the writer can understand workflow in concierge and can follow all the procedure well. And also for all front office department staff, Mr. Agung, Mr. Joko, Mr. Nugrah, Mr. Fudin, Mr. Suta, Mr. Anto, Mrs. Hikmah, Mr. Fachry, Anindya, Muti, Nanda, who welcoming me well at when I joined and teach me all of the procedures.

Finally, the writer hopes this report can be useful for the juniors at Multimedia Nusantara University, Hotel Operations program. The writer hopes that the juniors can gain a better understanding of the hotel industry by reading this training program report.

Vanessa Agatha
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