

CHAPTER III

TRAINEE PERFORMANCE

A. Position and Coordination

The first thing to do when the writer got accepted on Ciputra Hotel Jakarta was attend the orientation session. The orientation held on 18th and 19th June 2019. After the orientation day, the writer can officially be a trainee in the hotel. At the beginning the writer has been placed in Front Office Department. The trainee on this batch got separated into different section such as Concierge, Guest Service Centre, Lobby Ambassador, and Guest Relations Officer.

At first, the writer has been placed as a Concierge. Being the Concierge the writer learned from Industrial Placement is that all types of work in the hotel is a team work. It started from 25th June until 31th August. After that period, the writer will be rolled into different section. From 1st October until 31st October, writer has been placed into Lobby Ambassador. And after that the writer has been placed into Guest Service Centre.

The Front Office Department is much assisted by other department such as housekeeping, engineering, laundry, food and beverage, and many more. To provide good service, Front Office Department has coordination with other departments:

1. Front Office Department – Housekeeping Department
 - a. Room status issues.
 - b. Problem room discrepancy.
 - c. Housekeeping report problems.
 - d. Problem of guest arrival and departure.
2. Front Office Department – Engineering Department
 - a. Fire prevention.
 - b. Overcoming damage to AC problems.
 - c. Information on electronic equipment damage.
 - d. Handling of working / memo orders in connection with damage to tools in the Front Office Department.

3. Front Office Department – Food and Beverage Department
 - a. Handling function room
 - b. Handling welcome drink.
 - c. Provision of food and beverages according to room occupancy rate.
 - d. Handling daily buffet every day at the coffee shop for group who use the facility meal coupon.
4. Front Office Department – Accounting Department
 - a. Unpaid guest credit billing issues.
 - b. Petty cash problem.
 - c. Night audit handling.
 - d. The issue of remittance of funds.
5. Front Office Department – Security Department
 - a. Protecting guest's belongings.
 - b. Providing a sense of security to guests, employees and visitors.
 - c. Maintaining and supervising guest rooms.
6. Front Office Department – Human Resources Department
 - a. New employee orientation program.
 - b. PTER issues (Payrol, Taxes, and Employee Relations)
 - c. New employee recruitment.
 - d. Mutation, promotion and rotation of employees.

B. Job Descriptions

1. Operational Activities
 - a) Concierge
 - 1) Morning Shift (7 AM – 3 PM), (9 AM – 5 PM)
 - 2) Afternoon Shift (11 AM – 7 PM)
 - b) Lobby Ambassador
 - 1) Afternoon Shift (10 AM – 6 PM)
 - c) Guest Service Centre

- 1) Morning Shift (7 AM – 3 PM)
- 2) Afternoon Shift (11 AM – 7 PM)

The work schedule at Hotel Ciputra Jakarta provides 1 day off and 6 working days a week, for employees and for trainees.

2. Concierge Job Description

Concierge act as the first point contact between guests and an organization. They are tasked with answering guest inquiries, directing phone calls, and more. They must uphold company culture at all times while making guests feel welcomed and valued.

3. Guest Service Centre

The primary responsibility of a guest service agent is to provide expertise services in a courteous manner. You are responsible for taking reservations, greeting, and registering guest, providing outstanding guest service during their stay, and settling the guest's account upon completion of their stay.

4. Lobby Ambassador

The primary responsibility of the Lobby Ambassador welcome and initiates the overall first impression of our guest's arrival experience. This position proactively welcomes and engages with our guests, enhancing their experience by fielding inquiries, promoting our vast array of amenities, and facilitating welcoming and efficient interactions. All duties are to be performed in accordance with departmental and property policies, practices, and procedures.

C. Problems and Solution

Several problems was discovered by the writer during the Industrial Placement.

1. When guests asked for many request.

The writer as Guest Service Centre is responsible to respond for the guest's request. However there are some guests requested for several things. The solution is the writer must have good coordination with other department.

2. Sometimes the writer missed a few detail at their job.

During the industrial placement the writer sometimes missed a few task. The solution is before the work hours done the writer must double check their job.

