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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### **A. Placement and Coordination**

Every department in hotel works with other department in order to make good relation and coordination, during the Industrial Placement for six months under Front Office department, the writer realize that Front Office department has important relation with Housekeeping department, F&B department, and Engineering department.

The first one is the relation between Front office department with Housekeeping department, since HK department is the department that specialize and have responsibilities of cleanliness of the room, HK department and FO department share the information and update the information about room status, so the Front Office department will be ready to sell the room. Front office department and Housekeeping department also exchange the information about guest arrival and departure so the Housekeeping department can clean the room on time.

Second one is the relation between Front office department with F&B department, F&B department is the department that provides and have the responsibilities of food and beverages. Usually Front office will share the information of occupancy rate so the F&B department can provide food and drink with the right portion. And the other relation is Front office usually inform F&B department to make welcome drink for the guest.

The last one is the relation between Front office department with Engineering department. Usually Front office will inform to the engineering department if there is a broken facilities or equipment in the hotel, so the engineering can fix it immediately.

#### **B. Job Descriptions**

1. Operator job & Reservation task
  - a. Wake up call
  - b. Departure Call
  - c. Screening incoming call requested by in-house guest
  - d. Call transfer
  - e. Sending TripAdvisor Review to guest's email
  - f. Handling Reservation

- g. Up-selling room rates
  - h. Sending Confirmation Letter
  - i. Updating Reservation
  - j. Reservation Cancellation
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- 2. Front Desk Agent
    - a. Check-in & Check-Out
    - b. Handling Complaint & Problematic check-in
    - c. Handling Credit Card System
    - d. Store Requisition
    - e. Ordering VIP-Setup
    - f. Programming room key
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- 3. Concierge Agent
    - a. Handling Telephone
    - b. Handling Luggage-Check In
    - c. Handling Luggage-Check out
    - d. Making Taxi Reservation for guest
    - e. Handling Free Parking for guest in-house
    - f. Handling Welcome Drink
    - g. Handling Car requisition
    - h. Handling Airport Service Request
    - i. Handling Hold for Pick up
    - j. Assisting Guest for Lost and Found
    - k. Handling Guest Transportation Request
    - l. Sending Confirmation Letter

### **C. Problems and Solution**

Throughout this 6 months of Industrial Placement, the writer has encountered some problems from each position the writer has been posted in, here are the problems.

#### **Operator & Reservation Agent**

The problem that the writer has encountered when posted as Operator & Reservation Agent was when the writer receive a reservation through telephone, some of the guest said on behalf of the owner of the hotel and asking to use owners rate for their room rate to get cheaper price and asked the writer to make the reservation immediately.

The Solution for this problem is the writer have to stay calm and do double confirmation to the senior if the guest is really registered to use owners rate for room rate.

#### **Front Desk Agent**

The problem that the writer has encountered when posted as Front Desk Agent was when there was a guest that caught smoking in the room and disagree to be charged for 1 million rupiah during the Check-Out process.

The Solution for this problem is the writer have to pay attention to detail when doing the Check-In process especially when asking the guest to fill the registration form, it is a must to ask for their sign and tell the guest about the JHL Solitaire's regulation that all of the room is a non-smoking room and the guest will be charged for 1 million rupiah if they were caught smoking.

#### **Concierge Agent**

The problem that the writer has encountered when posted as Concierge Agent was there was a case where some of the guest's suitcase is not carried away by the guest because the concierge staff is careless for leaving the other suitcase due to high occupancy of the hotel.

The Solution for this problem is the concierge staff must always put the luggage tag to the suitcase, if there is more than 1 suitcase, concierge staff can put some rope into 1 suitcase to another suitcase so when the guest asked for their suitcase to be carried away, it is easier to find the suitcase.