

CHAPTER III

TRAINEE PERFORMANCES

A. Placement and Coordination

The writer did the Industrial Placement program at Raffles Jakarta. The Industrial Placement program starts in September and will be finished in February of 2022. The writer will do the Industrial Placement program at front office departments, more specifically at the concierge and butler service. The writer will start work at the concierge from September 5th - December 5th, and will work at the butler service from December 6th - February 2nd

Table 3.1 Period Of internship

Section	Period	Work Shift
Concierge	3 September - 28 November 2021	Morning (6 AM - 3 PM) Middle (11 AM- 8 PM) Afternoon (1 PM - 10 PM)
Butler	29 November 2021 - 2 February 2022	Morning (6 AM - 3 PM) Middle (9 AM- 6 PM) Afternoon (2 PM - 11 PM)

1. Concierge

Concierge is a person who is responsible for guest luggage, guest transportation, making restaurant reservations for guests, and also as a doorman at the hotel.

Concierge duties, in general, are to fulfill guest requests and also as an information center in the hotel.

2. Butler

Butlers are more assigned to provide more service to guests and are also usually reserved for VIP guests.

B. Job Description

1. Concierge

a. As a customer service

Working in the concierge section gave the writer a lot of insight into hotel information, hotel layout.

b. Porter

To carry guest luggage for check out and check-in.

c. Doorman

At concierge, the writer also worked to be a doorman so that incoming guests no longer needed to open the door themselves.

d. Prepare transportation for the guest

The task at the concierge is also to provide transportation for guests, for example, guests request to order a taxi.

2. Butler

a. Prepare afternoon snack

One of the tasks at the butler is to prepare afternoon snacks for guests

b. Prepare welcome drink

The receptionist will notify the butler service about the welcome drink that will be given to each guest.

c. Setup minibar

The minibar in each room will be checked by every guest at checkout and will also be refilled when the food/drinks in the mini bar have run out.

d. Refill cookies

Refill cookies for guest amenities.

C. Problems

1. Lack Of Confidence and experienced.

When the writer first worked as the concierge the writer was not confident because the writer was doing something for the first time.

2. Adapting to a new environment.

The second month at the concierge the writer had a hard time adapting to a new environment because when the writer went through the college process the writer only studied online, it turns out that in a hotel work environment, the situation the writer face is also different and sometimes the situation is very sudden and also urges us to act quickly.

3. Work in the middle of a pandemic.

By doing work in the midst of a pandemic, the writer feel that have become more aware of the situation around, especially in the hotel there are also people who are undergoing a quarantine period.

D. Solutions

1. Lack of Confidence and experienced

With guidance from friends and seniors, the writer was able to do a good job even though the writer still often made mistakes, with this experience the writer was able to work better and learn every day.

2. Adapting to a new environment

In dealing with this the writer appreciates every culture and way of working that the hotel has. Asking questions and not being shy about asking for help can also be a way of dealing with a new environment.

3. Work in the middle of a pandemic.

Because the writer works in the midst of a pandemic, the writer feels to have to maintain cleanliness and also health, carrying out health programs and taking care can be a solution in dealing with work in the midst of a pandemic.