

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

As a Front Office Department trainee at Atria Residences Gading Serpong for six months, the writer have training schedule for six days and one day off for each week with eight working hours. Trainee at Atria Residences is not allowed to work in night shift. Writer will only work on morning shift (07.00 AM – 3.00 PM or 9.00 AM – 5.00 PM) and middle shift (11.00 AM – 7.00 PM). For the first two week of training, writer was assigned to reservation. After finishing two weeks of training as part of the reservation team, writer was assigned as a Front Desk Agent.

While doing training at Front Office Department, writer realize that this department has important relations with other departments such as Housekeeping department, Food & Beverage department, and Security department.

The first relation is between the Front Office department and the Housekeeping department. These two departments work together on sharing and updating information about room status in a hotel. The Housekeeping department is in charge of room cleanliness, they need to clean dirty rooms, ensure the rooms are clean according to the hotel standards. When a room is already cleaned and match with hotel cleanliness standards, housekeeping attendants are in charge of giving this information to the front desk. The Front Office department will get this information and ready to sell the room for the upcoming guests.

The second relation is between Front Office department and Food & Beverage department. These two departments work together on sharing and recording guest transactions in the food and beverage sector. Front Office department in charge of recording any kind of guest's transactions while they're staying at the hotel. The food and beverage department shares any food or beverage transactions with the Front Office department. Food and beverage department also in charge of providing welcome drinks for arriving guests. This arriving guest information is provided by the Front Office department.

The third relation is between Front Office department and Security department. These two departments work together on providing safe and secure hotel conditions. Front Office department will report suspicious activities that happen in the hotel to Security department. Security department will handle suspicious activities and ensure that the hotel is in safe and secure condition.

B. Job Descriptions

1. Reservation

- a. Handle booking via hotel's official website
- b. Handle booking via travel agents
- c. Handle booking via email
- d. Fix and edit room price for reservation from travel agents through hotel system
- e. Provide information about room availability
- f. Provide information about room details such as type of room, price, maximum capacity, size and many more

2. Hotel Operator

- a. Answering incoming calls
- b. Handle phone reservation
- c. Handle phone reservation cancellation
- d. Direct call to guest rooms, staff, or departments through the switchboard or PBX (Private Branch Exchange) system.
- e. Perform wakeup call
- f. Handle departure call

3. Front Desk Agent

- a. Handle guest check-in
- b. Handle guest check-out
- c. Handle guest reservation
- d. Handle guest complaints and problems
- e. Gives information about hotel facilities

C. Problems and Solutions

1. Problems

- a. Different type of hotel system

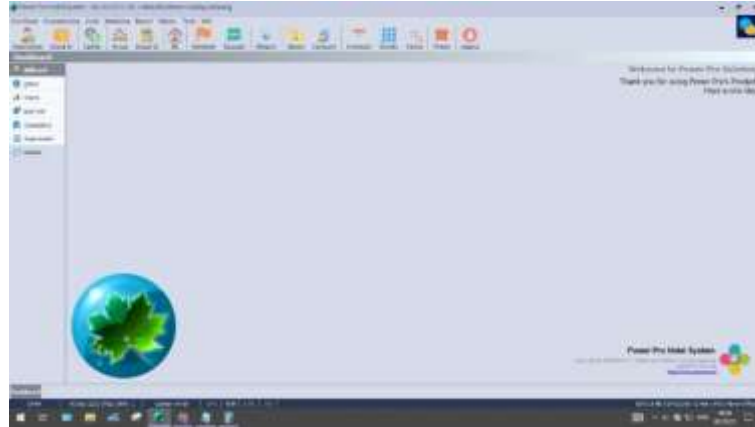


Figure 2.13

Power Pro Hotel System

There is a different type of hotel system in Atria Residences with the one that writer usually uses in the learning process at university. Atria Residences uses Power Pro as their hotel system while in learning process writer uses Kompas Gramedia Hotel System (KGHS).

- b. Language barrier

There are many foreign guests that have long-stay periods and when communicating with them writer feels nervous because writer has a lack of knowledge about other languages such as Korean and Japanese language.

- c. Limited availability of hardware

While writer is placed as a reservation trainee, writer needs to use computer to access and create reservation. There is limited availability of computers in the reservation office makes writer cannot maximize the practical learning process.

d. Memorizing hotel's extension

While placed as Guest Service Agent Trainee writer needs to be able on accepting and transferring incoming calls to other department. There a lot of hotel's extension number that writer needs to remember. Writer sometimes disremember some of the extensions number.

e. Introvert personality

Writer cannot easily start new conversation with new people because writer's introvert personality. Writer need extra effort to start new conversation with new people such as senior, guest, and many more.

2. Solutions

a. Different type of hotel system

Writer needs ask more information relating to the system. Writer also need to practice more relating to the usage and features of the hotel system.

b. Language barrier

Writer needs to be confident when communicating with foreign guests. Writer can ask other front office team member, supervisor, or use technology that can help to understand other languages such as google translate.

c. Limited availability of hardware

Writer often uses the computer that belongs to the senior to help writer on maximizing the practical learning process or writer can also learn while looking at other experienced reservation members examples.

d. Memorizing hotel's extension

In order to memorize well hotel's extension number, writer needs to take notes and slowly memorize each of the hotel extensions.

e. Introvert personality

Writer try to change part of the introvert personality that don't meet up with the Hospitality and Tourism Industry needs. Writer try to start new conversation with new people, working together with other team member, and many more.