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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

While working at the Pullman Hotel Central Park in the Front Office Department for six months, the writer got three positions such as Guest Relation Officer, Room Controller, and Business Center. As a trainee in the Front Office Department, it is necessary to collaborate with other departments. The writer must also have a good relationship between departments because it will greatly help to complete all the work properly. There are two departments that collaborate with the Front Office Department.

The first is Housekeeping Department. When a guest wants to check-in at a hotel but the room is not ready, the Front Office staff will contact the Housekeeping staff to speed up the process of cleaning the guest room. So, the guest will not wait long or be disappointed with the service that the hotel provides. Besides that, the Front Office staff needs a new update of the room from Housekeeping Department, whether it is vacant clean or still vacant dirty. So, when the room is vacant clean, the Front Office staff can sell the room to guests.

The last is Food and Beverage Department. One of the tasks of the Front Office Department is to update guest folio. When the guest order food or beverage to the restaurant, the staff of Food and Beverage Department will enter a guest bill into the guest folio and if an error occurs when making a payment, the Front Office staff will confirm it to the staff of Food and Beverage Department, so there was no misunderstanding. The Front Office Department can also work with Food and Beverage Department to increase hotel revenue, for example if Food and Beverage Department creates a promotion by giving a discount for dinner at the restaurant. The Front Office Department can promote it to guests when conducting a check-in process. By working together with other department, hotel revenues will be increase.

The conclusion is that the writer must build good relationship with all the departments in the hotel, either the Housekeeping Department or the Food and Beverage Department. The writer should not make other staff disappointed with the unaccepted

attitude and behavior to avoid encountering problems which can disturb the writer's job. With a good cooperation, the hotel revenue will increase and greatly benefit all employees at the hotel.

#### **A. Job Description**

The first position is Guest Relation Officer (GRO). As a GRO, the writer learned how to prepare important things for VIP guest. For the example, the writer made welcome card, welcome letter, and welcome kit for VIP guest. After that, the writer made key card for VIP guest. The writer also checked VIP guest's room to make sure the room is clean and according to guest's preference. So, if the guest needs two bath towel, the writer must to check it that in the room have two bath towel. The duty of GRO is also made report. This report contains VIP guest data starting from their photo, preferences, job title, and member type which is Le Club and Accor Plus, each member has four levels that is Classic, Silver, Gold, and Platinum. After that, the writer had to stand by in lobby to greet VIP guest and help them if they need help.

The second position is Room Controller. In this position, the writer learned how to assign guest room especially assign Singapore Airlines guests because Hotel Pullman Jakarta Central Park cooperates with Singapore Airlines. Before assign guest room, the writer had to know the guest's preference and job title. If the guest is Captain, First Officer, and Second Officer of Singapore Airlines, they are must be assign in Executive Suit room. Also, if the guests prefer to smoking room, the writer had to assign their room on the third floor because in Pullman Jakarta Central Park third floor is smoking room. After that, the writer prepared things needed by Singapore Airlines such as made key card, welcome drink, welcome kit, and rooming list. The duty of Room Controller is also attached group guest data in Opera, such as attached their ID card, date of birth, phone number, nationality, passport number, and passport expired date.

The last position is Business Center. In this position the writer learned how to serve guest if they want to print, photocopy, scan, and fax. Also, the writer had to make a bill for the guest. The guest can pay it by cash, credit card, and charge to room. After that, the writer had to posting the bill in the Opera, print cash and credit card report if the guest pay.

with cash and credit card, and print journal for closing cashier. The writer also made report such as daily report and monthly report which contained guest bill. Every Friday, the writer had to calculate the house bank and make sure the total of the house bank is one million rupiah.

#### **A. Problems and Solutions**

When the writer did Industrial Placement in Pullman Jakarta Central Park, there are several problems encountered. The first problem is when the writer is in charge as Guest Relation Officer, the staff told the writer to do the GRO's report. However, when making the report, the writer forgot the procedure.

The second problem is when the writer is in charged in Business Center. The writer ever got complaints from guest because the Business Center was opened very late due to the key was brought by other staff. Meanwhile the guest needed to print important documents. The writer has never handled this problem before, and the guest was really angry. At the end, the guest was disappointed and left the Business Center because the business center cashier desk (house bank) cannot be opened.

From the two problems above there are two solutions to solve the problems, the first solution is the writer has to learn quickly and make notes about it, so that when later the writer forgot about it, the notes can be used and no need to ask the staff again. The second solution is the writer was called by the AFOM and given some additional instruction to solve this kind of similar problem. She said do not be panic when handling complain and if the key was brought by other staff, the writer still needs to open the Business Center and if guest want to print, the writer asked other staff around the Business Center for help to borrowed the paper or the change.