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CHAPTER III

TRAINEE PERFORMANCE

A. Position and Coordination

The Industrial Placement of writer do five days working and one day off for each week with eight hours working. If, the writer works one month full will get extra off for the next month. The writer can't get off in public holiday but will get in the next month which is called extra off. Trainees at Atria Hotel Gading Serpong were not permitted to work in the night shift, so the writer at Front Office Department will work only in morning and middle shift. This is schedule in the Front Office Department Industrial Placement below as follow:

Table 3.1 Front Office Department Schedule

SHIFT	CODE	IN	OUT
MORNING	EM 1	05.00 WIB	13.00 WIB
	EM 2	06.00 WIB	14.00 WIB
	M1	07.00 WIB	15.00 WIB
	M2	08.00 WIB	16.00 WIB
	M3	09.00 WIB	17.00 WIB
MIDDLE	MD 1	10.00 WIB	18.00 WIB
	MD 2	11.00 WIB	19.00 WIB
	MD 3	12.00 WIB	20.00 WIB
AFTERNOON	A1	14.00 WIB	22.00 WIB
	A2	15.00 WIB	23.00 WIB
	A3	17.00 WIB	01.00 WIB
NIGHT	N	23.00 WIB	07.00 WIB

Usually the writer is placed in the morning and middle working hours M3 at 09.00 WIB and MD2 at 11.00 WIB. Atria Hotel only allows trainees to maximum enter work at 11.00 am and leave work at 7 pm.

As a trainee at Atria Hotel Gading Serpong in Front Office Department, the writer has been assign to undergo an Industrial Placement for 3 July 2019 – 3 January 2020. During that time the writer was place in several front office departments such as:

Concierge, Operator, Reservation, FDA (Front Desk Agent), and GRO (Guest Relation Officer).

The position in this hotel has coordination among departments. This aims to provide information and to organize activities, so the hotel can achieve shared goals. The Front Office department has the authority and responsibility to coordinate with other department, so every activity carried out can run well.

Firstly, Front Office Department has relationship with Housekeeping Department. The working relationship includes: Housekeeping prepares clean all the rooms while the Front Office will sell the room, The Front Office Department will give information about arrival guest, discrepancy room, late check-out and coordinate with housekeeping, Front Office informs about the Out of Order (OOO) and room ready to sell.

Secondly, Front Office Department also coordinates with Engineering Department. When the guest is having a problem with any damage in his room, the Front Office Department must coordinate with Engineering Department, so that any damage is immediately repaired. It will avoid any harm happens to the guest.

Thirdly is the coordination to Food and Beverage Department. Front Office Department will sell the F&B product for the arrival guest. Food and Beverage Department will prepare welcome drink for the guest to check-in. Front Office will give information about the total guest for F&B Department. This is important for F&B to use the information as operational guidelines.

Lastly Front Office coordinates to Sales and Marketing Department. Sales and Marketing department have responsibility to promote hotel such as restaurant, banquet, wedding, birthday, corporate and government for group. Sales and Marketing will inform to Front Office if the group is going to hold a meeting at Atria Hotel Gading Serpong.

1. Job Description

As the Front Office Department, the writer has learned about division at the hotel. The writer placed the division at the Front Office as Concierge, Operator, Reservation, Front Desk Agent, GRO (Guest Relations Officer). Here are some examples of division that the writer in charge:

At beginning of in July writer placement as a concierge, the writer was in charge of greeting guests with standard greeting hotel “Good Morning/Afternoon/Evening, Ibu/Bapak”. Atria Hotel is one of the Asian hotels with greeting hospitality. How to step greeting guests at Atria Hotel Gading Serpong that is with the right hand on the left chest and body bent 180 degree.

Here some example writer jobs when in charge as a concierge:

2. Stand by at the lobby for farewell guest (Open the door and give location of meeting room or the event and direction destination around at the hotel)
3. Check cleanliness luggage store, lobby area and trolley.
4. Check system guest in house, EA, ED, FC, OCC, ARR, and RS write in task list and handover to be follow-up write and read logbook and check transportation request.
5. Help the guest to access lift with master key card.
6. Put luggage tag entrusted guest items.
7. Receive and delivery package from the guest.
8. Open SDB (Safe Deposit Box).
9. Check the expired date to change the newspaper in the morning that day and distributed to lobby area, restaurant and lounge.
10. Turning and of the piano lobby hotel (06:00-09:00 and 18:00-21.00)
11. Provide welcome drink to the guest when check in.

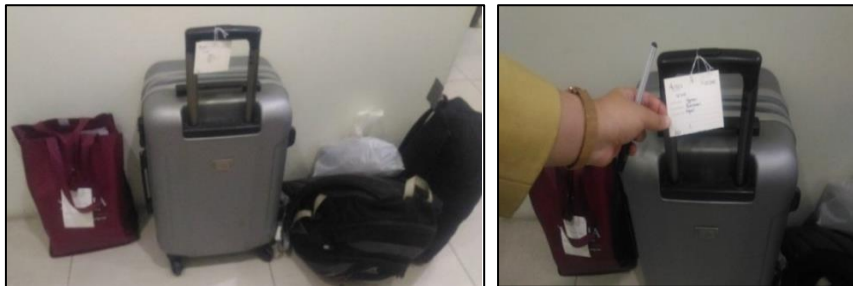


Figure 3.1 Luggage Guest with Luggage Tag



Figure 3.2 Safe Deposit Box and Open SDB Machine



Figure 3.3 Access Lift with Master Key Card



Figure 3.4 Luggage Store and Lobby Area

Writer in August placement as an operator, the writer learn taught how to answer standard greeting Atria Hotel telephone inside and outside hotel such as:

From Outside: “Good Morning/Afternoon/Evening Atria Hotel Gading Serpong, this is Ratna (Name) how may I assist you?”

From Inside: “Good Morning/Afternoon/Evening Guest Service Center, this is Ratna (Name) how may I assist you?”

In this division the writer must to remember and memorize about extension hotel numbers to connect various other department extensions. Usually, calls from outside often ask and to be connected to the relevant department extension for example reservation, sales and marketing, reception, purchasing, accounting, and restaurant. If, there is a call from outside and want to be connected to the relevant department, the writer will connect the extension hotel before connecting the first must ask the name, from where and what is needed. Then press hold, after that the writer will talk to the person concerned whether it can be connected or not if, permitted to directly transfer. This is the basic sop operator at the Atria Hotel. In the below that is the writer job as operator such as:

1. Check Occupancy, RS, RA, and ARR today on system.
2. Answer all incoming calls from outside and inside hotel.

3. Input all guest requests on guest courtesy on G-Drive.
4. Input Free Parking, PABX (Private Automatic Branch Exchange) Report and Daily Nationality Statistic.
5. Input APOA System (*Aplikasi Pelaporan Orang Asing*).
6. Check Cleanliness operator.
7. Help reception to prepare key jacket and key card and HT (Handy Talkie) in daily basis.
8. Make it voucher breakfast for group tomorrow.
9. Courtesy departure guest.
10. Wakeup call ^{gengsi mery} group and individual.



Figure 3.5 Telephone Operator Hotel

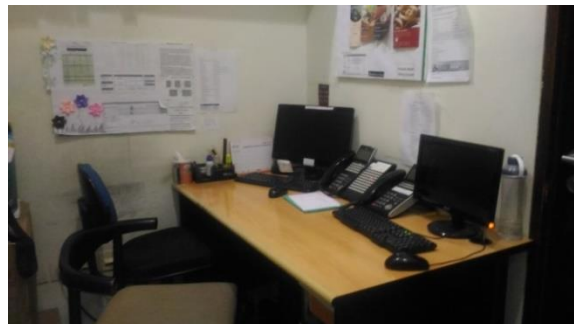


Figure 3.6 Office Operator

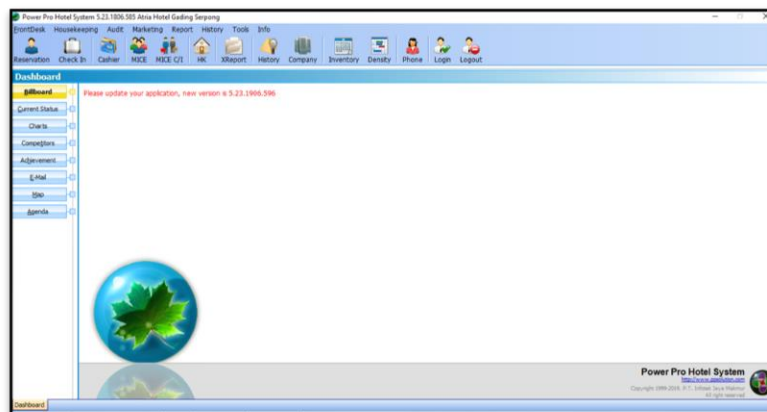


Figure 3.7 Power Pro Hotel System

EXTENSION HOTEL 2019

<p>FRONT OFFICE</p> <ul style="list-style-type: none"> 7605: Reception 1 7606: Reception 2 7300: DM (arif) 0/1: Operator (rily) 7600: FOM (melly) 7602: Reservation (kaksiti) 7603: Reservation (pak ruci) 7204: Reservation residence (kakdebo) 	<p>F&B</p> <ul style="list-style-type: none"> 7601: Mezzanine 7513: Legen bar 7616: Lounge 7407: Kitchen 7619: Office F&M 7313: Chief Steward 7102: Canteen
<p>SALES</p> <ul style="list-style-type: none"> 7911: DOS (benny) 7811: banquet/wedding/birthday (clarissa/yenny) 7913: corporate (lussy) 7914: corporate (karina) 7912: governments/ admin sales (delo/vina) 7811: wedding organizer (fina) 	<p>HOUSEKEEPING</p> <ul style="list-style-type: none"> 7501: HK office (OT) 7500: E.H.K 7203: SPA 7706: loading dock 7705: Security
<p>PURCHASING</p> <ul style="list-style-type: none"> 7403: Admin 7404: Buyer 7403: PCM Penny 7405: Cost control 	<p>ACCOUNTING</p> <ul style="list-style-type: none"> 7200: AP (ahmad) 7205: AR (rena) 7206: IA (aries) 7400: FC (sutawijaya) 7402: GC (rose) 7800: IT (aja)
<p>ENGINEERING</p> <ul style="list-style-type: none"> 7701: Admin 7700: CE 	

Residence: 7615/7613/7610

Column1	Column2
Breakfast Publication / Pk	Rp. 150.000
Breakfast Concession / Room	Rp. 130.000
Extra Bed + 2 Breakfast	Rp. 375.000
Travel Agent Extra Bed + Breakfast	Rp. 300.000

Ambulance : 118 / 119
 Apotek K-24 Gading Serpong : (021) 3700-0932
 Ara Hotel : (021) 2920-5999
 Bandara Halim : (021) 8089-9217
 Bandara Soeta : (021) 5505-309 / 5505-307 / 5505-179
 BCA Call Centre : 1500788 / 500888 / (021) 2991-0714
 Bethesda Hospital : (021) 2930 9999 / 0812-8111-9999
 Bluebird : (021) 7917-1234
 CIMB Niaga : (021) 14041
 Cipaganti Serpong : (021) 9715-1113
 Fedex Alam Sutera : (021) 2921-1465
 Fame Hotel : (021) 2930-3333
 Golden Bird : (021) 7944-444
 JNE Gading Serpong : (021) 5472-289
 Pemadam Kebakaran KA Bitung : (021) 5984 343
 Pemadam Kebakaran PA : (021) 5582-144
 Power-Pro : (021) 4507017
 PT. KAI Commuter Jabodetabek : (021) 3453-535
 Silver Bird : (021) 798-1234
 Tiki Tangerang : (021) 5577-6742

Figure 3.8 Extension Hotel and List Telephone Number

Power Pro Hotel System 5.23.1806.385 Arie Hotel Gading Serpong

Room Inventory Browser Available

Description	14 Sep (W) Thursday	15 Sep (F) Friday	16 Sep (S) Saturday	17 Sep (S) Sunday	18 Sep (M) Monday	19 Sep (T) Tuesday	20 Sep (W) Wednesday
SPD	29	52	54	-	2	1	-
SPT	26	40	46	7	2	-	-
OLK	-	1	-	-	-	-	-
SRT	1	6	6	-	-	-	-
Available	56	98	107	7	4	1	-
Onhand	84	42	33	133	136	139	140
Waiting List	2	-	-	-	-	-	-
Block Not Picked up	15	-	-	116	116	125	125
% Occupancy	60.00 %	30.00 %	23.57 %	95.00 %	97.14 %	99.29 %	100.00 %
Total Room Rate	37,992,372	16,995,683	11,717,851	3,972,669	4,782,587	4,782,587	8,213,799
Discount	913,190	860,941	1,669,525	23,900	23,900	23,900	88,961
Package	5,387,190	2,520,248	1,792,149	545,455	727,273	727,273	1,181,818
Total Net Room Revenue	31,691,992	13,614,594	8,856,178	3,394,215	4,022,314	4,022,314	6,942,991
Average Room Rate	452,290	404,459	255,986	29,870	25,146	25,146	58,879
Average Net Room Revenue	377,286	324,157	266,369	25,520	29,576	29,576	49,593
Room Revenue PAR	226,371	97,247	63,258	24,244	28,731	28,731	49,593

Figure 3.7 Room Inventory

docs.google.com/spreadsheets/d/1-YB5pLAmle2og9X3ye1TnUkvaMhADTel2zwwdZ1XMc/edit#gid=1192668553

FREE PARKING REPORT [AUGUST - 2019]

No	Police Number	Vehicle Type	Room	Check-in	Check-out	Updated By	Inputed By	Status
1	B1099NRW	V	939	30	31	BR	RSI	DONE
2	2121 UFG	V	921	30	1	AD	RSI	DONE
3	b 2256 kkm	v	1001	30	1	AD	RSI	DONE
4	B 2967 BYR	V	316	30	31	AD	RSI	DONE
5	B 1118 CZ	V	316	30	31	AD	RSI	DONE
6	B 1840 PIA	V	616	30	2	AD	RSI	MASH AKTIF
7	B 4182 NEK	V	642	30	10	AD	RSI	DONE
8	D 555 AH	V	819	31	1	AD	RSI	DONE
9	b 1681 CME	V	821	30	31	DINA	RSI	DONE
10	1466 UYI	V	612	30	31	DINA	RSI	MASH AKTIF
11	B 2000 CKM	V	341	30	9 Jan	ADI	RSI	DONE
12	B 1752 NOU	V	616	30	31	AD	RSI	MASH AKTIF
13	B 1362 IID	V	537	30	01/09	ADI	RSI	DONE
14	B 214 NIE	V	303	31	1	AD	RSI	MASH AKTIF
15	B 2963 BOW	V	218	30	2	DINA	RSI	DONE
17	A 1770 CM	V	239	31	01/09	ADI	RSI	DONE

Figure 3.8 Free Parking Report

Figure 3.9 Guest Courtesy on G-Drive

Figure 3.10 PABX Call Journal

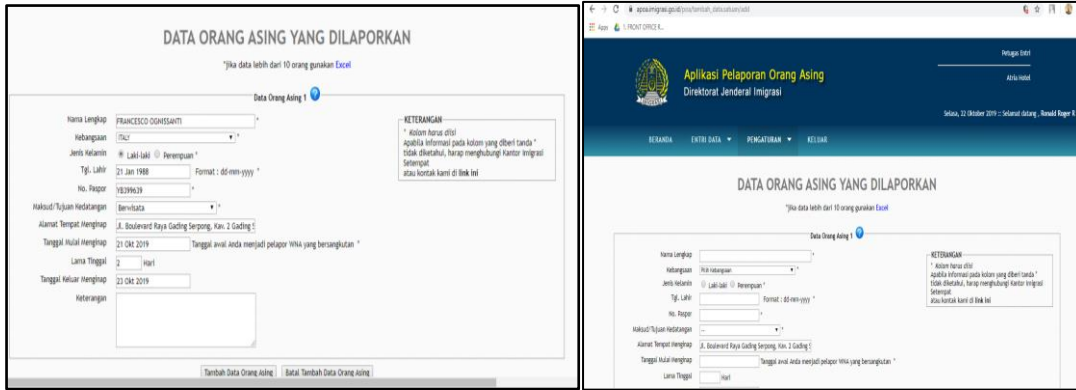


Figure 3.12 APOA System

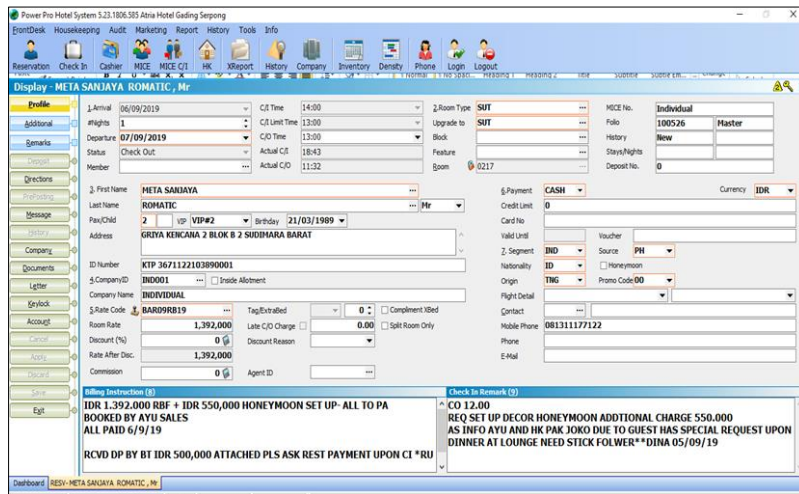


Figure 3.13 Courtesy Guest Check Out and Update RC



Figure 3.14 Voucher Breakfast



Figure 3.15 Filling Document FO

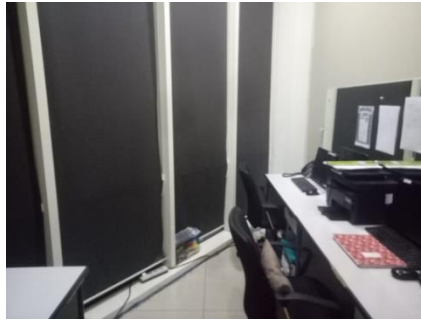


Figure 3.18 Office Reservation

<p>10/22/2019 Parador Hotels and Resorts Mail - CONFIRMED - Traveloka Itinerary ID 1036602012 (Atria Hotel Gading Serpong, INDONESIA)</p> <p>PARADOR HOTELS & RESORTS</p> <p>Reservation Agent <reservation@atriahotelserpong.com></p>		<p>hotelbeds</p> <p>NOTELBEDS PTE. LTD 101 Thomson Road #10-01 United Square, SINGAPORE 307591 WPT: 65-0505739-1 Tel: (+65) 9158 82 89 email: hotelsupport_bk@hotelbeds.com</p>													
<p>CONFIRMED - Traveloka Itinerary ID 1036602012 (Atria Hotel Gading Serpong, INDONESIA) 1 message</p> <p>TERA Booking <no-reply-booking@traveloka.com> Thu, Oct 17, 2019 at 1:54 PM To: reservation@atriahotelserpong.com Cc: fo.spv@atriahotelserpong.com, dm@atriahotelserpong.com, jose@parador-hotels.com, whisman@traveloka.com</p>		<p>NEW BOOKING REFERENCE: 325-1720497 PASSENGER'S NAME(S): MR: KURNIAWAN x 2 Pax ORIGIN MARKET: Thailand</p> <p>ATRIA HOTEL GADING SERPONG GSG Gading Serpong Intd. Jl. Boulevard Gading Serpong TANGERANG - Indonesia Notification date: 04-OCT-19 00:47 Creation date: 03-OCT-19 22:58</p>													
<p>traveloka Prepaid Hotel Voucher Please print and keep this voucher for your records</p>		<p>SUMMARY: REFERENCE: 325-1720497 Check-in / Check-out: 26-OCT-19 to 27-OCT-19 Total nights: 1 Room types and board: 1 x DOUBLE / SUPERIOR / Bed And Breakfast Total Pax: 2 (2 Adults / 0 Children)</p>													
<p>Reservation Information Itinerary ID 1036602012</p> <table border="1"> <tr> <td>Customer First Name</td> <td>Achmad</td> </tr> <tr> <td>Customer Last Name</td> <td>Achmad</td> </tr> <tr> <td>Check-in</td> <td>October 21, 2019</td> </tr> <tr> <td>Check-out</td> <td>October 23, 2019</td> </tr> <tr> <td>Booking time (UTC+0)</td> <td>October 17, 2019 06:31:43</td> </tr> </table>		Customer First Name	Achmad	Customer Last Name	Achmad	Check-in	October 21, 2019	Check-out	October 23, 2019	Booking time (UTC+0)	October 17, 2019 06:31:43	<p>CONTRACT: DATE: From 26-OCT-19 to 27-OCT-19 (1 nights) CONTRACT NAME: BAR - BR TYPE: SPECIAL RATE / MEB CONTRACT ROOM(S): 1 DOUBLE, TYPE: SUPERIOR BOARD: BED AND BREAKFAST 2 NIGHTS PER ROOM</p> <p>RATES: COMMISSIONABLE A 28.00% From 26-OCT-19 to 26-OCT-19 ----- From 26-OCT-19 to 27-OCT-19 (1 nights) fixed rate at 720000 IDR ROOM/NDST (BOOKED BOARD: BED AND BREAKFAST -)</p> <p>DISCOUNTS: 2 x Opaque Package -10 % 2 Adults From 26-OCT-19 to 27-OCT-19 -59040 IDR ROOM/NDST 2 Adults</p> <p>PASSENGERS: andi kurniawan (Age: 30) andi kurniawan (Age: 30) Confirmation number: -----</p> <p>ALLOCATION: From 26-OCT-19 to 27-OCT-19 Free Sale</p>			
Customer First Name	Achmad														
Customer Last Name	Achmad														
Check-in	October 21, 2019														
Check-out	October 23, 2019														
Booking time (UTC+0)	October 17, 2019 06:31:43														
<p>Click on the button to acknowledge booking Acknowledge in Booking Detail</p>															
<p>Room Information</p> <table border="1"> <tr> <th>Room Type</th> <th>No. of Guest(s)</th> <th>Extra Bed(s) per Room</th> </tr> <tr> <td>Superior Double Room Breakfast</td> <td>2 Adult(s)</td> <td>0 per room</td> </tr> <tr> <th>No. of Room(s)</th> <th>Breakfast Included</th> <td></td> </tr> <tr> <td>1</td> <td>Yes, 2 Person(s)</td> <td></td> </tr> </table>	Room Type	No. of Guest(s)	Extra Bed(s) per Room	Superior Double Room Breakfast	2 Adult(s)	0 per room	No. of Room(s)	Breakfast Included		1	Yes, 2 Person(s)		<p>Guest Information</p>	<p>Extra Bed Information</p>	
Room Type	No. of Guest(s)	Extra Bed(s) per Room													
Superior Double Room Breakfast	2 Adult(s)	0 per room													
No. of Room(s)	Breakfast Included														
1	Yes, 2 Person(s)														

Figure 3.19 Supporting Voucher Online and Offline Travel Agent



Figure 3.20 Docket Voucher



Figure 3.21 Print and Photo Copy Machine

In October writer placement division as a Front Desk Agent writer has several main responsibilities such as:

1. Provide registration form for the guests ensure room orders such as the type room, length of stay, type of payment, and signature registration form.
2. Explain facilities at the hotel, breakfast time and Wi-Fi password listed on the card when the guest check-in.
3. Photo copy ID card or passport guest in registration card.
4. Explain the check-out time.
5. Know the importance room status, layout or plan of rooms, room type and room rate at the hotel.
6. Use system Power Pro Hotel System.
7. Handle guest complaint and request.
8. Filling registration card check in and supporting voucher in docket for each room.
9. Filling registration card check out and supporting voucher in docket holder for every check out date.
10. Handle form SPA, Miscellaneous, Receipt, Paid Out, room change and etc.

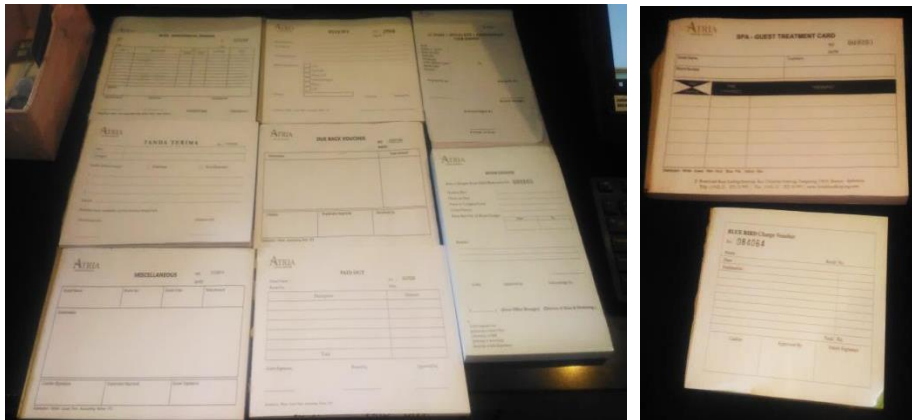


Figure 3.22 Form Card



Figure 3.23 EDC Machine



Figure 3.24 Count Money Machine

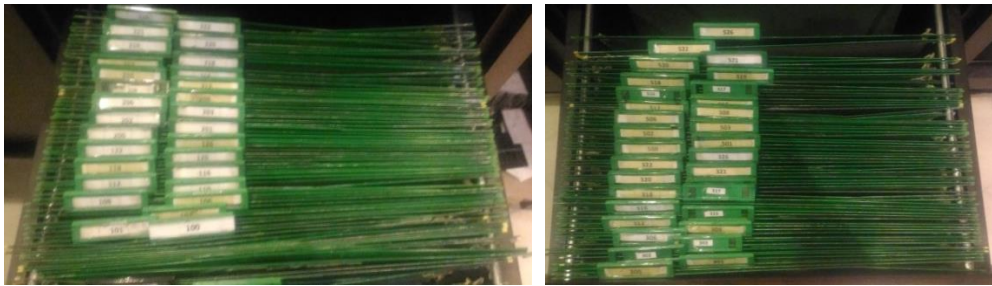


Figure 3.25 Docket Registration Card



Figure 3.26 Key Card Maker Machine and Key Card

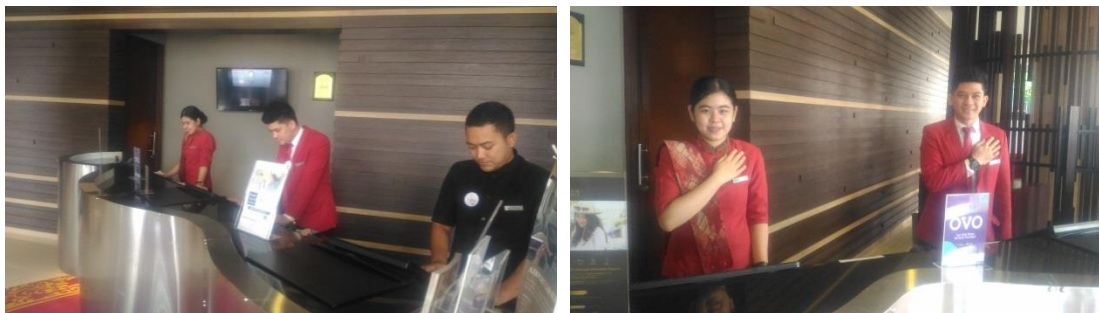


Figure 3.27 Guest Service Agent Counter

In December writer placement division as Guest Relations Officer (GRO) writer's job descriptions are:

1. Check VIP arrival room condition clean and tidy, TV channels, Brochure, and AC Condition and also, check VIP Honeymoon or birthday set up room (Inspect all parts of VIP guest room).
2. Check Power Pro Hotel System if, get remark the VIP guest need Honeymoon set up or birthday set up and follow up to the housekeeping department to prepare the room.
3. Prepare room key and key jacket for VIP arrival.
4. Handle guest especially (VIPs) complaint and request.
5. Prepare and deliver newspaper, welcome fruit, and welcome card to VIP guest (Table ware) for welcome cake (guests especially VIPs will get free cakes if the guest celebrating such as Independence Day) and prepare face towel for incoming VIPs guest.
6. Make VIP List and check reservation VIP for tomorrow.



Figure 3.28 Welcome Cake



Figure 3.29 Honeymoon Set Up



Figure 3.30 Welcome Fruit, Welcome Card, and Face Towel

12. Problem and Solution

1. Problem

- a) The problem that writer faced was nervous and having a lack of English language vocabulary and difficulty in composing sentences when talking directly with foreigners.
- b) When the writer will input the data of the guest so (Power Pro Hotel System) have a problem often system goes out on its own, error and also the computer always lag.

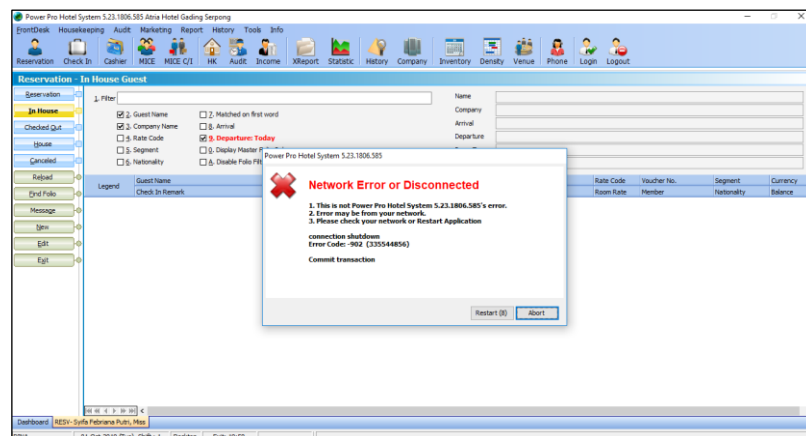


Figure 3.31 Power Pro Hotel System Error

- c) If, the writer want to input APOA (Aplikasi Pelaporan Orang Asing) from google chrome the system always down and did not have display anything only blank.

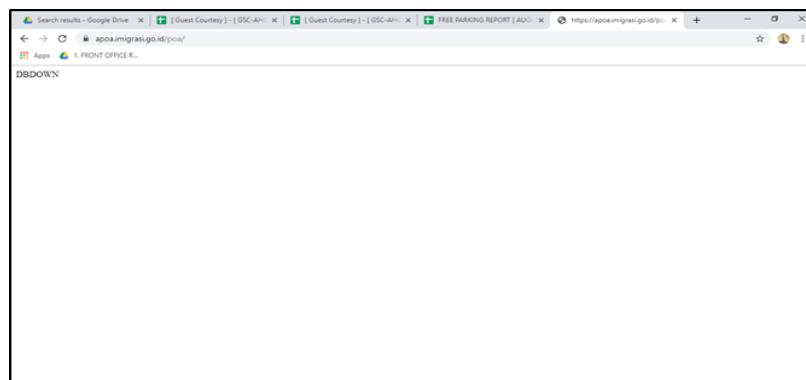


Figure 3.32 APOA Down

- d) The writer did not know the first start of hotel facilities and also the location of meeting rooms for events.
 - e) When placed in any division the writer must remember the extension hotel but the writer sometimes forgets.
2. Solution
- a) The writer must get used to confidence and direct conversations with foreigner and always use polite words to practice conversation and slowly get used to it. The writer must to learn and always ask the supervisor or experienced staff at the hotel.
 - b) If have a problem the Power Pro Hotel System is must to call IT (Information Technology) to fixed the system because is important doing working to Check in, Check out, Reservation especially in Front Office Department.
 - c) APOA system is important to be input every day if, the system is always down, the writer cannot input, but the solution is that the writer must write a log book and know when the system is down. When the system is correct the writer will input APOA from the date the system is down and the current date.
 - d) The writer must to know the facilities and ask about the meeting room for staff or supervisor also always update meeting room for event each day, usually for checking meeting rooms can be seen through a special TV channel for the location of meeting rooms and events can also be seen on the system.

Name	Company	Status	Folio	Rate Code	In	Out	Drop Date	Check In Period	Room	Rate	Blocked	Last Pickup	Picked Up	Revenue	Type	Remarks	
MEZZANINE SET UP	ATRIA-HOTEL GADING SERPONG	Confirm	104043	GB	Today	21-Oct	2019 October		20	-	-	-	-	-	-	FB	
MEZZANINE SET UP	KEMENTERIAN KESEHATAN	Confirm	102800	GB	Today	Today	01-Oct	2019 October	1	-	-	-	-	-	-	BB	
THE RICE	ATRIA-HOTEL GADING SERPONG	Tentative	104122	GB	Today	24-Oct	2019 October		30	-	-	-	-	-	-	BB	
TH Sangit Astad	ATRIA-HOTEL GADING SERPONG	Tentative	104124	GB	Today	31-Oct	2019 October		15	-	-	-	-	-	-	BB	
SinarmaLand	Sinarma Land	Tentative	103643	GB	Today	30-Oct	2019 October		15	-	-	-	-	-	-	BB	
Technical Meeting DPO REI	WEDDING & SOCIAL EVENT	Confirm	103909	GB	Today	20-Oct	2019 October		15	-	-	-	-	-	-	FB	
Credit Meeting	ATRIA-HOTEL GADING SERPONG	Tentative	104412	GB	Today	21-Oct	2019 October		30	-	-	-	-	-	-	BB	

Figure 3.33 Show Meeting Room on System

- e) The solution the writer must memorize about extension hotel and take notes if forgotten.