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## **CHAPTER 3**

### **TRAINEE PERFORMANCE**

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

As a team, Front Office Department can not run the operational alone. The writer also interact and coordinate with many department in hotel. As a part of Front Office Team, the writer should be able to work with other department so the operational of the hotel is running smoothly. In hotel, Front Office Department is the main department that work with all department, such as Housekeeping Department, Engineering Department, Sales and Marketing Department, and Food and Beverage Department. Starting with relationship between

1. Front Office and Housekeeping Department. Front Office and Housekeeping need to exchange information regarding room status, guest amenities, VIPs treatment and guest request. It is important to keep the room status update and prepare for guest to have their room ready and clean. Front Office team can make discrepancy status between the actual condition and the system so, the housekeeping supervisor should keep the status always correspond with the actual to minimize any discrepancy. Front Office Department also has to prepare for guest arrival tomorrow, the front office supervisor assign the same name reservation first in the same floor or side-by-side based on guest request. Then the supervisor send the same name reservation to the Housekeeping group to be priority first tomorrow.
2. Front Office Department and Engineering Department. When the guest having trouble with the door that hard to open then the engineering staff will come and fix about the broken stuff that the guest find while stay at the hotel. The complaints usually about leaking conditioner, leaking water in the bathroom, broken TV, Broken motorize curtain. As front office, we must ensure that the guest are happy while stay at the hotel, so when the guest complaint to front office, we must directly sent the problem to the engineering or to the related department.
3. Front Office Department and Food Beverage Department. The Collaboration between these departments is to promote food and beverage to the guest. In Hilton they have a promotion from food and beverage department about Breakfast in Bed so

as main department that direct contact with guests, we must promote to honeymoon, and couple so they can enjoy breakfast in room. Also as a front office, team we can upsell breakfast to the guest that buy room that not include with breakfast they can buy the breakfast upon check-in and have special price, so we can achieve target.

The writer will have training in Hilton Hotel Bandung for about 6 months. the major focus on Front Office Department is how to make guest satisfied while stay at the hotel, make sure that all department work together and smoothly yet elegant so guest enjoy staying in the hotel.

#### B. Job Description

Front Office is the main department in the Hotel, this department should coordinate and make everything work smoothly in daily operation. The writer have the industrial placement for about 6 months, the first section that the writer got is Front Desk Agent.

1. On the first month (July-August), the writer was placed in the Front Desk Agent. In here, the writer can increase the ability especially in check-in and check-out guest either FIT, Group or VIP member (Gold and Diamond Hilton Member). This is the Job Description:

- 1) Checking-in Guest FIT, Group, and VIP Member (Gold and Diamond)
- 2) Checking-out Guest
- 3) Batch and sent E-mail for 3 days arrival
- 4) Preparing key and key jacket for next day arrival
- 5) Preparing key for today arrival

The next section that the writer get is

2. MAGIC (Managing All Guest Incoming Call) or Operator, this section is the central section yet department in all section in hotel and also in front desk, if the guest want to order in room dining the writer must take the order from MAGIC. This is the hob description while the writer in Magic.

- 1) How to take order Via “Hotsos”
- 2) How to send and receive messages via “Kipsu”
- 3) How to answer incoming call from outsider
- 4) How to answer incoming call from guest and interdepartmental

- 5) How to take In Room Dining order
- 6) How to take wakeup call and breakfast box request
- 7) How to set up wakeup call in PABX

The last section that the writer get is

3. Concierge, this is where the writer must deliver luggage and sent the package from outside to the guest or interdepartmental and the writer must focus while taking the package. In here, the writer must deliver excellent service because in here, the writer will facing the guest for the first time also last time the guest stay at the hotel.

This is the Job description:

- 1) How to handle message and package for guest
- 2) How to handle correspondence for interdepartmental
- 3) How to handle luggage from FIT or Group
- 4) How to prepare Lost and Found item
- 5) How to escort guest their room.

#### C. Problem and solution

During the Industrial Placement the writer facing some problem. The writer often hear the guest complaint about their room, or some event that the guest feel disturbed. One key that the writer must remember is the writer must calm and empathize about their feeling. If the writer still cannot rectify the situation so the writer must take the problem to the supervisor.

##### **A. Problem**

###### 1. In Front Office Department

###### a. Service Failure

Sometimes the FDA can make a failure, they can double check-in the guest to the room that other guest already slept. On the other hand, the guest come to the room but the supervisor does not inspect the room.

###### b. Wi-Fi Problem

In Hilton Bandung, the Wi-Fi has been separate into two Wi-Fi there are premium and Basic Wi-Fi that all the guest can enjoy, sometime the guest use the premium Wi-Fi rather that the Basic Wi-Fi.

c. Key Problem

Sometimes the guest come back again to the front desk and ask why the key is not working, so we must make another new key and escort the guest to the room to make sure that the new key is working.

d. Lateness of Delivering In Room Dining

The guest complaint about the lateness for their food, because usually after we order it we put the order in HOTSOS to make sure that there is another order, but sometime staff in the kitchen forget to take the order to the guest room.

2. Writers Problem

There are several problem that the writer faced while training in several section in Front Desk, such as:

- a. The writer sometimes find it hard to communicating with the guest telephone and find it hard to speak to the guest and feel nervous so all the vocabulary is missing.
- b. The writer sometime take the wrong In Room Dining order, because when the writer ask to the kitchen about some food that the guest want the kitchen says that the food is still available but after the food is ordered the kitchen call back to the writer then said that the item is not available.

**B. Solution**

1. In Department:

- a. More focus when checking-in guest
- b. Listen why the guest accidentally use the premium Wi-Fi
- c. Hear the guest, and make another new key
- d. Give a complimentary to the guest as the Make It Right

2. Writer's Solution:

- a. More focus and less nervous when talk to the guest, also must record the entire guest request carefully while taking in the phone.
- b. The writer must double courtesy to the guest and kitchen also explain to the guest why the food is not available.