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Perpustakaan Univeristas Multimedia Nusantara

CHAPTER III
TRAINEE PERFORMANCE

A. Placement and Coordination

This Industrial Placement was performed by the writer for five days of working and two days off. Writer was placed as a buggy driver in guest service department. Before starting as a buggy driver, writer has to do a test to get a buggy driver license and memorize every building, facilities and activities that the hotel have. After passing that test, writer became a buggy driver for 6 month. Every days before working, we have a line up with all the front office departments, in order to get every information or updates about a guest, activities, or complaints. Writer have a schedule for working, the schedule are arranged by the buggy coordinator. Every male trainee get a nightshift at least once a week.

While working as a buggy driver, writer have to work with others departments in order to maximize guests satisfaction. Writer has to work with the front desk agent to resolve problem about room key, With the security to report any lost item, with the manager on duty to report any complaints or accident, with the housekeeper to inform about request to make up room, and with the engineering to report any complaints regarding the property of the hotel.

B. Problems and Solutions

While doing the Industrial Placement, writer found a few problems. The problems is listed below:

1. The buggy battery runs out
2. Kids that jump before the buggy stops
3. Crash, or hit something
4. Guest waiting to long to be picked up
5. Buggy technical problems
6. Language barrier

From the list above, writer has a solution to fix the problems:

1. Changing buggy before it really runs out of battery
2. Always keeping an eye on passengers
3. Drive carefully
4. Take buggy to the maintenance office
5. Use google translate, trying to learn new language