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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

For six months of Industrial Placement, the writer is placed in several parts of the Front Office Department such as:

Table 3.1 Trainee's Department Schedule

DATE	DEPARTMENT
July 3 – 3 Aug, 2019	Guest Relation Officer
4 Aug – Aug 20, 2019	Concierge
Aug 20 – Nov 25 2019	Front Desk Agent

This Industrial Placement, the writer works for five days and two days off with eight hours of work a day. Le Meridien is does not allow trainees at night because hotel is concerned about the safety. The writer only got 3 shifts such as morning shift, middle shift and afternoon shift.

Table 3.2 Trainee's Working Shift

Morning Shift	07.00 – 16.00 WIB
Middle Shift	9.00 – 18.00 WIB 11.00 – 20.00 WIB
Afternoon Shift	12.00 – 21.00 WIB

To build a good team work and give a good service to the guests, Front Office department must contribute with other departments such as Housekeeping, Engineering, and Food & Beverages department.

The first is the relationship between Front Office and Housekeeping. Front Office and Housekeeping need to exchange information about the room status. It is important to know how many rooms that are ready to sell, beside that for give information in hotel's lobby, back office or front desk about dirty spot.

The seconds is the relationship between Front Office and Food & Beverages department. Communicating between Front Office and F&B is usually about rooms requests for drinks or food, confirm about any booking for buffet, lunch or dinner

and information about arrival of guests members to be given welcome amenities along with a welcome letter.

The third is relationship between Front Office and Engineering. Front Office communicating with Engineering to fix the problem that happens in the room, back office or hotel area.

The last is relationship between Front Office and Lost Prevention. Front office communicating with LP to check the room when the room 24 hours put DND sign, check to the room when the alarm detects smoking and fire sounds, also keep sharp weapons guests if the LP found it in the guest's bag.

B. Job Description

First day after orientation, the writer get position in the GRO or Guest Relation Officer. Job desk in GRO are:

- a. Greet the guests and welcoming the guest,
- b. Escort the guests to the their room,
- c. Help guests find a meeting place,
- d. Help guests to order or booking taxi,
- e. Help guests for printing service.

In this section the writer taught how to greet the guests and welcoming guests with warm welcome and with closing statement likes "Good Morning/Afternoon/Evening welcome to Le Meridien Jakarta. My name is Bella, How may I assist you? Would you like to check in? Allow me to escort you to the receptionist / Allow me to escort you to the your room (If the writer escort guest to the their room)". After using a warm welcome, it's closed by closing statement likes "Once again My name is Bella, anything else i can assist you with? If you need further assistance just dial number 9 our Operator will be assist you. Thank you and enjoy your stay".

After 1 months in the position of GRO, the writer moved to the Concierge section. Job desk in Concierge are:

- a. Help the guests if the guests ask for good destination near the hotel,
- b. Help the guests if the guests want to keep their luggage and the writer must give the guest luggage tag so as not be confused with other guests' belongings,

- c. If the guest has package the writer must write in the guest notice form after that on of the forms will be sends to the guest room and the writer also must write in the log book to provide information to other employees,
- d. Input free parking in the system for guests who stay in the hotel,
- e. Help guests who ask about meeting place.

After in the concierge the writer moved to the Front Desk. Job desk in Front Desk are:

- a. The writer prepare key for the personal guest or group guests,
- b. Posting billing taxi,
- c. Help guests who need printing services, copy services and scan document,
- d. Update profile guests likes credit card, personal notes, email, phone, enrolment and attachment id card the guests,
- e. Collects vouchers and recorded them in a complimentary book,
- f. Record the card verification that must be cancelled,
- g. Give the guests welcome drink,
- h. Handle telephone from another department,
- i. The writer also make a amenities order list and welcome letter for guests birthday, first timer guest and Japanese guests. For first timer guests the writer escort the guests to the room and explains the facilities in the hotel.

C. Problem and Solution

1. Problem

- a. Sometimes the writer is confused if the guests ask about place in the area hotel.
- b. The writer has difficulty understanding if the guests has spoken in a fast tone and words that have never been heard by the writer.

2. Solution

- a. The writer asks to the senior about area in the hotel or the writer search in the google.
- b. The writer asks for help from seniors after that the writer knows what the guests means and the writer starts to focus when the guests is talking quickly.