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CHAPTER III

TRAINEE PERFORMANCE

A. Position and Coordination

1. Front Office Department with Housekeeping Department
 - a. Front desk will provide the room information that will be needed or in the guest's contents.
 - b. Inform if guests need extra towels, soap, and other room needs
 - c. Housekeeping will provide room status information. Which room is ready to sell and that has not been.
2. Front Office Department with Sales and Marketing Department
 - a. Check the room available, which will be used sales to show to the guest.
And complete the key
3. Front Office Department with engineering and Security Department
 - a. Control the guests carrying the weapon to the special storage room.
4. Front Office Department with operator
 - a. If the guest needs something like wanting to prepare his bill before check out, the operator will convey to FO.
5. Front Office Department with F&B Department
 - a. Usually at midnight, the front desk will print a guest list for the guest's data restaurant that will be breakfast tomorrow morning.
 - b. If there are guest who are sensitive or allergic to certain food, FO will give information to FB department.

B. Job Description

In connection with this report, during the industrial placement program for six months at the front Office Department. Please note that some sections are below the front office; Guest Service agent (GSA), Guest Service center, concierge, bellboy, lobby Greeter, elevator guards, and Le Meridien club lounge. In the first 1 month the author was placed as GSA and lobby Greeter and Secretary front office. In the 2nd month is still the

same, and so on place as GSA, Secretary Front Office, and guest service IT. There are a few things that the author must work on during this internship process.

1. Guest Service Agent

As a trainee, authors help provide welcome drink to the guest, prepare room key, update credit card blocking, Update profile Guest, scan passport or ID Guest, Prepare rooming list, update guest vouchers. But the authors have the opportunity to for check in and check out, and prepare the form registration. During the check in process, the authors have the opportunity to do the blocking credit card, or about the payment guest.

And the author learns about enroll guest membership in the system or profile guest, and can check the room rate of the day. Dan showing room, and then escort the guest to the room, mostly first timer guest.

2. Lobby Greeter

In This position, writer usually standby at the lobby hotel, to welcoming guest and help the guest if he needs help like keep luggage and keep anything at the concierge. Includes data free parking at the concierge. Escort the guest if guest does not know his room where (his usual for meeting guests).

3. Secretary Front Office

In this position, the writer more often works in the back office. The obligatory task of doing every day is make a pre arrival guest for the next 2 days, which is daily used for the GSM meeting and to provide information to the room dining whether in need or request for guest, especially guests who have Become a member. In addition to making a welcome card for first timer, welcome benefit for Elite Member, prepare welcome card and welcome amenities of Japanese guests. And what should be done every day is check Marriot Global Source (MGS) related to guest satisfaction and put it into the guest comment in guest profile.

4. Administration IT

In this position, the author served ahead and in the back office. The position as Guest Agent IT, he always served to check the Internet in several

place such as meeting room, lobby, restaurant, ballroom. And help guest, if guest experience internet obstacles in HP, laptop or problem in his room.

In his usual back office writer the tracking of guest service satisfaction about the Internet that writers see from MGS and put it into axel. And input some telephone bills. As an IT trainee, the author JG Learn to solve some problems such as faulty printers, or computer errors, how to install or do Internet routers.

And the last, writer got other information/new knowledge in 6 months. First, how to handle guest complain and give the solution. How to escort the guest well and right, how to showing good room according to SOP. At the club Lounge, learn also about service the guest. At the concierge, know SOP keep goods or make a guest notice. Input free parking.

C. Implementation

1. Problem

During the industrial placement, there are some problem, such as:

a. Writer problem

- 1) Writer take time to be able to adapt to a new workplace. And some tasks are given. Because every task that is given requires different components.
- 2) Need to adjustment mentally to behave to the guest, especially when the guest complain, because guest have different character.
- 3) Writer has problems in talking to the guest, because sometimes the writer does not understand when the guest speak, because it speak quickly and some guest have different pronunciation and not all guest can speak English.

b. Hotels Problem

- 1) In the transition period to update the guest profile. Staff have to scan guest ID (like passport, ID card, sim), it is a bit difficult for us, because there is not yet available a scan tool that directly connects to the computer. So that makes us have to go back and forth to the back office for a scan, because there is only one scan tool

- 2) And the money changer guards who like to open and close are not on time. So that sometimes it is difficult for us, to contact him first if anyone wants to exchange money.
- 3) And the computer and printer at the business center which sometimes likes errors. So it sometimes makes guest complaints.

2. Solution

a. Writer Solution

- 1) Authors should be more confident. And always ask or redo the given task.
Check back
- 2) More often socialize and maintain the mood.
- 3) To better understand what the guest is talking about, the writer must explain in carefully and focus on what is being talked about. If you still do not understand, the writer can ask *"I am sorry mam/sir, can u repeat?"* or *"Sorry, can you speak slowly."*

b. Hotel Solution

- 1) Hope that the process of purchasing a scan engine that directly connects to the computer immediately carried out. Because sometimes, when the front desk is busy, it takes a long time for the writer because they have to switch with the others.
- 2) There is an agreement between the hotel and the money changer, to open and close according to the applicable schedule.
- 3) The author hopes that there will be a better computer and printer unit replacement. And there are periodic checks