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**CHAPTER III**  
**TRAINEE PERFORMANCE**

**A. Placement and Coordination**

This Industrial Placement was carried out by the writer for five days of working and two days off. The writer has been placed in Front Office department as a concierge. writer trained in concierge for 3 months since 23 June 2019 until 15 September 2019. After finishing Industrial Placement at concierge, The writer continued to STAR Department from 16 September 2019 until 23 December 2019. Trainee at The Trans Luxury Hotel did not get permission to work in night shift, so the writer get morning, middle, afternoon shift. Below are schedule for the Trans Luxury Hotel:

Morning shift	07:00 AM- 16:00 PM
Middle shift	09:00 AM-18:00 PM 10:00 AM-19:00 PM 12:00 AM-21:00 PM
Afternoon shift	14:00 PM-23:00 PM
Night shift	23:00 PM-08:00 AM

**Table 3.1. Trainee’s working shift**

Front Office department cannot operate well if there is no coordination between each department in hotel. Here are the coordination description between FO department with other department:

1. Front Office Department with Housekeeping Department

Front Office has to know which room that ready to sell or already inspected by Housekeeping Supervisor, Housekeeping has to know what special request or special set for the room from FO Department.

2. Front Office Department with F&B Department

For TAB (take away breakfast) FO team has to inform F&B department the detail of food that the guests want. In room dinning service by guests which STAR has to inform F&B Department.

3. Front Office Department with Human Resource Department  
HR Department will send an email if there is a new employee's recruitment, all Department in Front Office Has to report to HR for every training check list every month, and HR will send an email if there is an employee orientation program to FO Department.
4. Front Office Department with Engineering Department  
FO has to report to Engineering Department related with maintenance in lobby area, such as lamp off, lift problems, door problem, audio problem, water fountain off, etc.
5. Front Office Department with Finance Department  
FO will ask Finance department for Petty cash, unpaid guests credit billing problem, hotel room revenue, employee's salary every month, etc.
6. Front Office department with Loss prevention department  
FO Department will inform to LP Department for the guests that are suspected as skippers, LP department will report to STAR Department for any emergency situation that happen in Hotel.

## **B. Job description**

At the beginning of Industrial Placement, the writer was placed in concierge department. Concierge department in The Trans Luxury Hotel have four different positions, such as concierge agent, bell man, door man, door greater. Every position has different responsibility and job.

1. As door man  
The writer has to open the car of guests, assist the guests luggage upon they want to check in and check out, call taxi for guests, assist the valet service and help valet to park the guests car, refill hotels car gasoline.
2. As a bell man  
The writer has to offer the guests with their luggage, give welcome drink to guest if needed, take the guests luggage from their room, delivered guest luggage to their room, polishing trolley, delivered newspaper to guests room, sweeping newspaper. clearance.

3. As a door greeter

The writer has to open the door for guests come in and come out, greet to all guests, give tag to guests luggage, escorting guests to reception.

4. As a concierge agent

The writer has to pick up telephone from STAR related to guests check out, handle guests transportation, register the guests car number, handle lost and found guests item, giving direction, ask bell man to pick up luggage from guests room, tell about hotel facilities, receive item that the guests entrusted, receive item from outside hotel, order plane, train, bus ticket as ordered from guests.

After three months the writer was placed in STAR department. STAR is stands for serve to all request thus the job in STAR is containing all the guests request. STAR have coordination with all department in the hotel, because all information that STAR agent receive must be delivered to all department in the hotel. The writer job in STAR are receive phone call from inside and outside hotel, handle incognito guests, block phone guests if there is no deposit, change the checkout time based on guests request, deliver iron board, extra bath amenities, extra mineral water, extra blanket, phone charger, plug, etc. Inform the facilities of the hotel, handle wake up call, email emergency code to all department. Make job description in system for each department.

STAR also have coordination to others department. Below are the description:

1. Reservation Department

Star receives phone from outside hotel and if the guests wants to reservation for the rooms, STAR have to transfer to reservation department.

2. Engineering Department

Guests will call STAR if there is something related with room maintenance, and STAR have to inform the engineering to fix the problem, all department will call STAR for all situation that should be fix by engineering and STAR have to inform engineering.

3. Loss Prevention Department

Loss prevention team will call STAR if there is any emergency situation in the hotel, and STAR have to make email to all department in the hotel.

4. Sales and Marketing Department  
STAR will transfer to sales department regarding event or meeting booking.
5. F&B Department  
Guests will order in room dining to STAR and STAR have to inform F&B and take away breakfast from guests request have to inform to F&B department.
6. Front Desk Agent  
Guests will call STAR for extend stay or late check out and STAR has to confirm or transfer to FDA.
7. Concierge Department  
Guests will call STAR for picking luggage in their room, or ask to buy somethings in mall or minimarket, then STAR have to inform Concierge.
8. Housekeeping Department  
Guests will call STAR for extra pillow, extra bed, makeup room and star have to inform Housekeeping.
9. HR Department  
HR informs orientation program to STAR. Guests from outside hotel will ask about employees' information and STAR will transfer to HR department.
10. Laundry Department  
Guests will call STAR to pick up laundry and to return guests laundry, STAR have to inform laundry department.
11. Kitchen Department  
Sometimes guests orders in room dinning which is not in the menu, and STAR have to ask kitchen for availability.

## **C. Problems and Solution**

### **1. Problems**

- a. The writer found it hard to understand the requests or question from middle east guests because of different language and different accent.
- b. If there are too many requests from the guest, the writer found it hard to manage the time because besides working as operator, writer also had to deliver the requests to the guests.
- c. Sometimes the writer department got blame from other department.

## 2. Solution

- a. The writer learned from other staff that are already get used to handle foreign guests especially from middle east.
- b. The writer took notes of the request from guests and do it one by one so there is no mistake.
- c. The writer learned to communicate more among the staff in different departments.