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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

The writer was placed in the Front Office Department for six months. During that time, the writer was placed in the Concierge and Telephone Operator. The writer got more time in the Concierge for four months, while in the Telephone Operator the writer was placed just for two months. The writer worked for 8 hours a day and only got morning or middle schedule.

The writer was placed in Front Office Department as a Concierge, Bellboy, and Telephone Operator during the industrial placement in Aryaduta Lippo Village and the writer founded that the Front Office Department has a close working relationship with many department in the hotel, such as Housekeeping Department, Food & Beverages Department, Sales & Marketing Department, and Banquet Department.

1. Housekeeping Department

Front Office Department has a close working relationship with Housekeeping Department since each department must inform each other about room status report to maintain the arrival and departure each guest on time.

2. Food & Beverages Department

Room Service and Kitchen helps Front Office Department to provide food and beverages for guest. Food and Beverages Department handle daily buffet and provide welcome drinks for guest when the guests wait for a room ready in the lobby after the check-in registration process is complete.

3. Sales & Marketing Department

Sales & Marketing departments need a front office to provide rooms for each group or VIP handled by a sales person. Sales & Marketing give a form that contains the number of participants from the group and what events will be held at the hotel.

4. Banquet Department

Banquet Department helps Front Office Department to handle and prepare meeting rooms for group events, or weddings. Banquet Department provides event support equipment such as projectors, microphones and speakers.

B. Job Description

First, the writer was learned as a Telephone Operator. When the writer positioned in the Telephone Operator, the writer has been taught about the system of the hotel(HMS) and learned how to change room status. The writer has been given a task to make a list all the vacant clean, vacant dirty, occupied clean and occupied dirty room then change it in the system. The writer must pick up the telephone then greets in the first time and the sentenced that used is “Selamat Pagi/Siang/Sore/Malam Operator dengan Yakobus, ada yang bisa kami bantu?” Beside changing room status and pick up call, the writer also learned about how to handling guest complaint.

Second, the writer was learned as a Concierge. As a Concierge, the writer must know all about the hotel facilities and all the nearby restaurant also attractions. Then, the guest asked the writer about the hotel facilities, nearby restaurant and attractions. The writer answered all of the question with the right information.

The last is the writer was learned as a bellboy. The writer must be ready when the front desk agent ask to bring guest luggage. After the front desk agent asked the writer to bring the guest luggage, the writer bring the guest luggage, escorting them to their room, also answering all of the question about the hotel from the guest.

The conclusion is the writer learned and gain a lot of knowledge about a proper way to be a Front Office staff such as Telephone Operator, concierge, and bellboy. The writer has become better in mental and be ready for the next industrial placement.

C. Problems and Solutions

The writer does faced several problems during industrial placement in Telephone Operator, such as when the writer pick up call from Housekeeping Supervisor. There is a Housekeeping Supervisor who called the telephone operator

when the writer is on duty then give the information about guest requests, but the writer misheard the information. At that time the writer told the telephone operator supervisor and being advised by him to be more focus when receive information from any other caller. After that moment, the writer has been learned to handle that problem such as repeat the information once again after the caller given the information.

The writer also does faced several problems during industrial placement in Concierge. One of the several problems that the writer faced is language barrier, such as when the writer handling a check in guest, and the guest is asking about the interesting places in Tangerang city. The writer can not answer it because the writer did not understand the guest accent. The solution is the writer try to learned about British accent and try to be braver when speaking in English.