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CHAPTER III

TRAINEE PERFORMANCE

A. Position and Coordinations

There are several departments in Front Office. At the first months, writer has been placed in Loyalty (Guest Relationship Officer), after that, the writer has been transferred to At Your Service (Operator). After 2 months in At Your Service, the writer has been transferred to housekeeping.

Hotel has many departments, such as housekeeping, laundry, food and beverages, front office and many more. Every department must work well together. As a trainee, writer thinks that it is necessary to work together with other departments to help the guests meet their expectations. The following are the reasons:

1. Housekeeping department. Some guests have their own preference for their room. Housekeeping is the department that can help guests during their stay in the hotel regarding the room facilities.
2. Engineering department. If the guests find problems in their room regarding electricity, AC, phone or everything related with engineering, they can call the operator to fix it, and the operator will call engineering to check and fix the problems.
3. Food and Beverages department (Room Service). If the guests order room service, they will call operator and operator will input the order inside Micros (system to order a food) and call room service to confirm the order.

B. Job Description

1. Loyalty Job Description:
 - a. Helping Guest to Check In or Out
 - b. In Room Check In

- c. Admin Front Office, screen guest profile, search the guest who is must handle with care, long stay guest, guest amenities (Wedding or Birthday)
 - d. Make Wow Moments.
 - e. Stand by in Lobby
2. At Your Service Job Description
- a. Wake Up Call
 - b. Taking Guest Order or request
 - c. Screen Guest comments and score in Medalia
 - d. Open Mobile Check In and Put into a system Opera.
 - e. Multitasking abilities will always come in handy, because a switchboard operator may be asked to do other jobs as well.
 - f. Following the telephone etiquette
 - g. Record all the incoming calls, from inside or outsider in hotline.
3. Lost and Found
- a. Receives and returns to the items owner lost in public area, or guest room, toilet and keeps records of items that lost, found, and claimed: Inspects items and send email to owners (if the owners is the guest that stay in JW Marriott) when identification is known.
 - b. Tags and places items in Lost and Found room according to type of items and when it was found, and what kind of items.
 - c. After 3 months, the items that not be claimed will be given to the founder.

C. Problems and Solution

1. Problems

- a. When the writer picked up the phone to handle room service order, writer did not understand regarding the order, so it took a long time to handle it.
- b. Writer forgot to tidy the At Your Service (Operator) items up, after took them out from storage.

2. Solution

- a. The writer apologized and tried to learn menu from room service, so writer can handle guest order nicely and smoothly..
- b. The writer apologized and always remembered to tidy the items at the operator room after the take them out from storage. .