

## CHAPTER 3

### TRAINEE PERFORMANCE

#### A. Placement and Coordination

The placement of the writer is at the Front Office Department. The front office or reception is an area where visitors arrive and first encounter a staff at a place of business. During the Industrial Placement for six months, the writer were placed in Operator and Guest Relation Officer.

TIME	JOB DESCRIPTION
17 July 2019 - 17 September 2019	Operator
18 September 2019 – 17 January 2020	Guest Relation Officer

There are several Departments in a Hotel and it serves different function to each other. Every department has to coordinate between each other to maintain accurate information and so the communication between department are goes smoothly. Front Office Department coordinate with several departments, such as:

1. Front Office with Housekeeping Department

Both department must inform each other about the change in room status and also front office must provide lists for expected arrivals and departures for the day in advance.

2. Front office with Laundry Department

Laundry Department should be well informed by the front office about the guest's arrival/departure and this coordinate is essential to avoid wrong room numbering.

3. Front Office with Concierge or Bellboy

When the guest check in, the guest need people to bring guest's luggage so Front Office will call concierge or bellboy to help bring the guest's luggage.

4. Front Office with Engineering

Both department must be coordinate because that will help front office to fix the damage in the room especially VIP guests room.

## **B. Job Description**

During the Industrial Placement trainee as front office in Novotel hotel for six months the writer were placed in the operator section for 3 months' length. The writer responsibilities such as accept calls from outside, explaining hotel facilities, setting wake up call, make signage for events, and also transfer phone to other department.

After three months at operator, then writer was rolled into guest relation office for another three months. As guest relation officer, the trainee responsibilities such as handling VIP guest, make registration card and sometimes help crew lounge to check in and check out from crew airlines.

In conclusion each department that the writer was placed has different responsibilities for example, in operator the job is mainly receiving incoming calls rather than communicate directly with the guest. Meanwhile as guest relation officer the writer more often met and talk with guest in hotel. Here are several job descriptions that the writer had experience in Novotel.

1. Guest Relation Officer

- a. Check in/out VIP guest
- b. Prepare welcome card for VIP guest
- c. Prepare fruit basket
- d. Heart list room for VIP guest

- e. Check in/out Airlines Crew
- f. Ask for feedback from guest
- 2. Operator
  - a. Wake up call
  - b. Call Transfer
  - c. Update signage
  - d. Fill the transport log airlines
  - e. Receive call from inside or outside