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CHAPTER 3

TRAINEE PERFORMANCE

A. Placement and Coordination

The writer did an Industrial Placement in Mandarin Oriental Hotel for period of July 2019 until January 2020. The writer has an Industrial Placement in Front Office department, especially as Guest Relation Executive (GRE).

Guest Relations Executive will not run well if it does not have coordination with Housekeeping Department. For example, Guest Relations Executive should coordinate with Housekeeping Department in providing room status and room condition that will help Guest Relations Executive to know which room are ready for VIP Guests. Besides that, Guest Relations Executive must coordinate with Front Desk Agent to know that Guest Relations Executive target guests already checked-in so that they can be escorted to the room. Guest Relations Executive also needs to coordinate with Engineering Department that will help to fix the damage in the room especially VIP guests room. Guest Relations Executive has an intimate coordination with Marketing and Sales Department because Guest Relations Executive helps to prepare showing room, making room key, welcome letter, and also set up logo for VIP group. Guest Relations Executive also has a coordination with Reservation Department. Not only that, Guest Relations Executive also has coordination with security to prevent disaster and help Guest Relations Executive to know position of VIP guests.

B. Job Description

During the Industrial Placement, the writer is part of Front Office Department. The writer gets a position as Guest Relation Executive (GRE). As GRE the writer gains responsibilities for handling VIP guest, guest comments, and checking expected daily guest arrival.

Guest Relations Executive has an important role in Mandarin Oriental Jakarta. Below are the job roles of GRE in Mandarin Oriental Jakarta of both shifts

1. Morning Shift

- a. Print and preview morning task list, birthday list, and Guest Relations Executive internal action task list.

- b. Review guest arrival, especially for VIP guests.
- c. Prepare in room check-in for VIP guests.
- d. Prepare key and check room for showing room.
- e. Monitor amenities for guests arrival and VIP guests.
- f. Deliver General Manager, Hotel Manager, and Guest Relations Executive welcome card.
- g. Do Guest Relations Executive internal action task list and handover afternoon shift to morning shift task list.
- h. Make report for operation meeting.
- i. Print and preview guest transportation for tomorrow arrival.
- j. Do daily additional task list.

2. Afternoon Shift

- a. Print and preview afternoon task list, birthday list, and Guest Relations Executive internal action task list.
- b. Review guest arrival, especially for VIP guests.
- c. Do Guest Relations Executive internal action task list and handover morning shift to afternoon shift task list.
- d. Do daily additional task list.
- e. Record daily cost amenities for guest arrival today to in room dining.
- f. Print and preview amenities list for the tomorrow arrival.

C. Problems and Solution

Industrial Placement does not always run smoothly. The writer has to face some problems and solve them during Industrial Placement. The writer has difficulties when running shift without any assistance from seniors. In a one week the writer can get three or four times to running shift without any assistance, it make the writer has trouble with time management and break time. With this problem, the writer recorded every workflow and learned from previous mistakes to reduce making mistakes in the future. Besides that, the writer has obstacles in adjusting working hours. The writer learned to adjust with predetermined working hours and the writer tries to divide time well to have a rest.