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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### A. Placement and Coordination

During the Industrial Placement, the writer was placed in the Front Office Department. All work at the hotel is teamwork and the Front Office Department is assisted by many other departments in carrying out their duties. Each of them is interrelated and connected. If the cooperative relationship is not established properly, then the service will not be perfect. During that time, there was strong coordination between the departments in the hotel that were mutually beneficial and helped each other.

##### 1. Coordination with Housekeeping Department

Housekeeping department is one of the departments in the hotel section that has duties and responsibilities for cleanliness and neatness that is done in the area of the room, lobby and in all areas of the hotel. Each department must inform each other about room report issues to maintain a correct reservation following guest arrival and departure. The housekeeping must prepare the room after guest departure as soon as possible so that the Front Desk Agent can sell the room for the next guest arrival.

##### 2. Coordination with Food and Beverage Department

Food and Beverage Department is a department that provides food and drinks for guests. Food and Beverage Department helps Guest Relations Officer prepare amenities special request for VIP guests such as fruit basket, chocolate praline, or wine and beer. They also prepare welcome drinks for guests and handle daily buffet everyday.

##### 3. Coordination with Sales and Marketing Department

Sales and Marketing Department is always active in sales marketing activities. Often the Sales and Marketing departments are engaged in business from different sources and in this connection, they have to intimate the Front Office to make a reservation and make the necessary arrangements for group or VIP guest accommodation.

#### 4. Coordination with Accounting Department

The Accounting Department is a division that handles hotel finance matters. The Accounting Department handles the issue of unpaid guest credit card billing, remittance of funds, and monthly payroll problems.

#### B. Job Description

For six months in Aryaduta Lippo Village, the writer was rotated to feel another job position as the Telephone Operator and Guest Relation Officer. The writer was placed in Telephone Operator for two months then moved to the Guest Relations Officer. As a trainee, the writer also has the responsibility for the work that has been given. The following is the writer's job description during the Industrial Placement at Aryaduta Lippo Village.

##### 1. Telephone Operator

- a. Perform incoming and outgoing call promptly, friendly and efficiently in a natural voice tone.
- b. Provide information about the hotel to the guest or other departments.
- c. Transfer phone from external or internal hotel to the department or person being addressed
- d. Record all request, complaints, and information to the logbook.
- e. Change the room status in the system.

##### 2. Guest Relation Officer

- a. Make a group preparation given by the Sales and Marketing Department
- b. Make VIP preparations such as welcome cards and request form for fruit basket, chocolate praline, or wine to the kitchen and room service.
- c. Help Front Desk Agent handle check in or check out process.
- d. Help Front Desk Agent make a room key during check in process.
- e. Provide information needed by guests when coming to reception.

#### C. Problems and Solutions

The writer did face several problems during the Industrial Placement such as confusion due to lack of experience and knowledge. When standing as the front liner, the writer feels scared and nervous when using the hotel system and dealing directly with the guests because the writer is still not familiar with hotel systems that are different from

the systems commonly used on campus. Therefore, the writer always observes what the seniors do when dealing directly with the guests and asks if there are things the writer doesn't understand. Over time, with the help of seniors, the writer can be more confident in dealing with guests and start helping Front Desk Agents handle guest check-in or check-out.

Another problem that the writer found during the Industrial Placement was the age of the hotel which had already turned 25 years, making Aryaduta Lippo Village a fairly old hotel. Many guests complained about old room furniture and suggested replacing room furniture or doing renovations. Moreover, due to the expansion of the hotel industry in the Tangerang area, Aryaduta Lippo Village can be replaced by modern and new hotels. Aryaduta Lippo Village has renovated the rooms but only on certain floors. It would be nice if Aryaduta Lippo Village could immediately continue renovating the rooms or other facilities.