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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### **A. Placement and Coordination**

+The writer was placed in Front Office Department as a Operator & GRO during the industrial placement in Novotel Tangerang and the writer founded that the Front Office Department has a close working relationship with many departments in the hotel, such as Marketing and Sales Department, F&B Department, and Banquet Department.

As a Front Office Department Trainee, the writer had experience in coordination with following dept :

##### **a. Front Office & HK**

Housekeeping department has the responsibility for cleaning the room, public area, and laundry pick up / deliver. So it really needs coordination with the Front Office because the regular guests ask the Front Office first, then the Front Office asks for Housekeeping and also when guests are still in house or have already checked out housekeeping also need Front Office to give info

##### **b. Front Office & F&B**

Front Office needs F&B to help deliver fruit to VIP guests and vice versa F&B department requires Front Office to post transactions at restaurants

##### **c. Front Office & Engineering**

Engineering has the responsibility for matters relating to electronics such as Tv, air conditioner, electricity, lights, computers. so if there is a problem about that, we need Engineering to fix it

##### **d. Front Office & Sales Marketing**

Front Office need the detail of group booking, event, price for government, price list from Seles & Marketing

## B. Job Descriptions

1. Operator job task
  - a. Wake up call
  - b. Telephone pick up
  - c. Call transfer
  - d. Fill log transpor
  - e. Update Signage
  - f. Take out Registration Card
2. GRO job task is
  - a. check in/out VIP guest
  - b. prepare fruit
  - c. prepare welcome card for VIP guest
  - d. order cake
  - e. prepare RC & key for VIP guest
  - f. remember VIP Guest name
  - g. prepare welcome drink vocer
  - h. order snack
  - i. earn poin Accor member
  - j. courtesy call
3. Crew GSA
  - a. welcome letter for crew,
  - b. prepare key for Crew
  - c. Updaet guest profile
  - d. Get feed back