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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

As known, there are so many departments under the hotel industry. Every department, could not run by itself; there should be a really good relation between all of the department, so do the Front Office Department. As an intern in Front Office Department, writer felt that working together with the other department really helpful in fulfilling the guests needs and wants. For example:

1. Front Office Department with Housekeeping Department.

Housekeeping is the closes department with Front Office Department. Both should have a really good relation and communication to ensure there will be no discrepancy room status.

2. Front Office Department with Laundry Department.

Laundry Department should be well informed by Front Office about guest's arrival and departure. This coordination is essential to avoid wrong room numbering and wrong delivery of laundry.

3. Front Office Department with Engineering Department.

Engineering department mostly get notified about any maintenance required by the Front Office department. The Engineering department should immediately informed, so they can take necessary steps to get the work done properly to fulfill the guest needs.

4. Front Office Department with Accounting Department.

If any discrepancy arises regarding the settlements bill, both department can minimize the loss immediately if they have a good relation.

5. Front Office department with Sales & Marketing department.

Sales & Marketing department is always engaged in sales promotion activities. If there are any special rate of service or facilities are available, the pre-assigned instructions have to be followed by the Front Office.

In order to ensure the better quality of guest services, all of the departments under the hotel industries must have a good coordination among themselves.

## **B. Job Description**

At the time of interview day, the duty manager of the Front Office Department also as the writer's interviewer, already told the writer about all the job that would be given to the trainee later on. The Duty Manager said that the Front Office trainees at Grand Hyatt Jakarta are usually in-charge either at Business Centre, Concierge, Lobby Ambassador, Bellboy, Door Girl, or Grand Club Lounge. The first day of Industrial Placement, on 22 July 2019, the writer was told to go to the Krakatau Room which is located on 2<sup>nd</sup> floor of the hotel. Mostly on this day, writer was told about all the hotel general knowledge by all the HRD teams. The next day, on 23 July 2019, the writer and other 4 of Front Office trainees, got to learn more about Grand Hyatt Jakarta, especially about Front Office Department with Ms. Asami Hiyama as the Guest Relation Manager (GRM) of the hotel. On this day, writer was also given the schedule for the next 6 months as trainee in the hotel by Ms. Asami.

### **1. Business Centre**

On 23 July 2019, the writer was officially incharge to be a trainee in Business Centre of the hotel for about 45 days. As an intern in Business Centre, the writer responsibilities are:

- a. Providing a business-related service such as printing, photocopy, and fax to the guest.
- b. Handling the meeting room's booking and all bills.
- c. Maintaining all the facilities works properly.

### **2. Lobby Ambassador**

After about 45 days having to be in charge at Business Centre, on 7 September 2019, according the schedule, writer was assigned to Lobby Ambassador Division. As a lobby ambassador, the writer responsibilities are:

- a. Escorting the guest and VIP upon arrival to their room.
- b. Explaining all the facilities and amenities of the hotel to the guests.
- c. Ensuring the guests have a pleasant and satisfying stay at the hotel.

### 3. Club Olympus

On 9 September 2019, the writer was assigned to be in charge as a Reception at Club Olympus which is the Fitness Centre of the hotel for about 27 days under the supervision of Mr. Rizal, the Club Olympus manager. As a reception, the responsibilities are

- a. Welcoming and listing guests in-house and Club Olympus member who use the Club Olympus facilities per day.
- b. Handling the Spa & Massage booking and billing.
- c. Providing locker keys for the owner, members, and guest in-house.

### 4. Hotel Reservation

After that, on 8<sup>th</sup> September 2019, writer was in-charge at the reservation division of the hotel which is under the supervision of Ms. Agnes Palupi as the Room Reservation Manager. It is really a great opportunity for the writer to be in-charged in this division because no one had the chance to become a trainee in the reservation division at Grand Hyatt Jakarta before. For about 44 days, on this wonderful experience, the writer obtained more in-depth knowledge about all the hotel reservation including the system, such as Opera and Reserve. As the Intern Reservation Sales Associate, the writer must fulfill some task, such as:

- a. Balancing the future reservation between Opera and Extranet (Wholesale & Travel Agent) such as MG Holiday, Haryono, Traveloka, Tiket.com, etc.
- b. Checking all the arrival guest of the day on the Reserve system and making sure all the list is shown at the Opera system.
- c. Ensuring all incoming emails are followed up and all the rates of future OTA's on all reservations are updated.

## **C. Problems and Solution**

### 1. Problems

In Hospitality Industry, problems and mistakes always occur and it cannot be avoided. That thing also happened to Grand Hyatt Jakarta Hotel and also to writer while facing the Industrial Placement. The problem itself might be little or even a

big mistakes. But from every problems and mistakes that occur, all of the staff also trainees could learned and get a valuable lessons. So in the future, same problem can be handled professionally.

From past four-months as a trainee in Front Office Department, there are some mistakes and problems that happened. For example:

a. Discrepancy Status

One day in November 2019, there is a miss-communication between the Housekeeping and Front Office Department regarding the room status on the PMS system (Opera). One of the guest from a group do the check-in process, everything was fine before, but evidently, the Front Desk was checking-in the guest on the dirty room and ending up create a complaint from that guest.

b. Lack of Information

Another problem that ever happen in Grand Hyatt Jakarta is due the lack of information in the system regarding the payment process. One of the guest was asked by Front Desk cashier to make the payment process while the booker already confirmed at the time of reservation that they will pay all of this guest expenses. Which create complaint both from the guest and the booker.

Beside the problem and mistake that occur in hotel. There are also some mistakes that writer made, such as:

a. Giving Wi-Fi password to outsider guest

One day, while the writer in-charge as a Lobby Ambassador, there is an outsider guest who ask for Wi-Fi Password of the hotel. Writer who just moved from the Business Centre, simply tells the guest about the Wi-Fi password right away, while before, one of the contracted Lobby Ambassador and Concierge staff already denied the guest request for the Wi-Fi password. Because of what the writer do opposite with the hotel regulations which only in-house guest that already checked-out can get the Wi-Fi password, the writer received reprimand right away from both of the staff.

## b. Describing lost & found items

Another than that, the writer accidentally describing to one of the guest who ask if there is a lost item founded in the Business Centre Lounge before the guest itself. Which totally a big mistakes to do especially in the hotel industry because the lost items might be not belongs to that guest.

## 2. Solution

No one can avoid problems and mistakes, it is okay to having a problem sometime so we can learned from it. The important thing is do not let the same problem happened twice. There are solutions for every problems and mistakes made. While the staff accidentally create some mistakes that turn up the guests inconvenience, the staff must apologized right away.

For example, when one of the front desk staff was accidentally checking in the guest to dirty room, the first thing to do by the staff is right away apologized to the guest. To ease the guests' anger, the staff might give some compliment to that guest, such an upgrade room or so. Staff should make sure everything before do something related to the guest.

All of departments should have a good communication so there will be no mistakes created such a discrepancy room status on the system between front office and housekeeping department. After some mistakes that happen, writer realized that by having an Industrial Placement in Hospitality Industry which have Standard Operations Procedures (SOP's) to follow, writer should understand and follow every rules, learned from the mistakes made, and never do it twice. As a trainee, before do something related to the guest, especially regarding to guest personal stuffs, safety, and convenience, writer should asked for Supervisor's suggestion and permission first, so there will be no mistakes or problems created to ensure the guest satisfaction while stay at the hotel.