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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

During the industrial placement in the Front Office Department at Century Park Hotel, the writer learned about make reservation, check in, check out, Bellboy, Back Office, set up VIP as GRO. The writer also learned how to handle guest complaint and learned about Sales and Marketing as additional lesson.

In Front Office department, all of the staff, colleagues, and other departments have coordination in each other. For example:

1. Front Office department:
  - a.) Coordinate with Housekeeping Department to control the room status in system
  - b.) Coordinate with Engineer to tell them to fix the broken things in the hotel
  - c.) Coordinate with the Laundry Attendant to inform them or the guest about guest's garment
2. Back Office department:
  - a.) Coordinate with Front Office Department to take responsible, handle about the guest ledger, guest folio, and calculate the revenue.
  - b.) Reservation, to make Group memo, group arrangement and to block the room
  - c.) Purchasing, to buy the front office needs every week or month needs

#### **B. Job Description**

1. The activities that the writer has done as Front Office department:
  - a.) Handling check in and check out
  - b.) Handling guest complaint
  - c.) Exchange money

The activities that the writer has done as Bellboy

- a.) Escorting the guest to their room
- b.) Explaining about the hotel's room and facilities

- c.) Keep the guest's item or luggage
  - d.) Purchase the Front Office department need every Monday
2. The activities that the writer has done as Back Office:
    - a.) Calculate the revenue from the reservation
    - b.) Put the guest folio to docket
    - c.) Make report about the revenue and ask sign to the supervisor
    - d.) Calculate the actual and budget of the hotel
    - e.) Blocking room in the system
    - f.) Filing registration card
  3. The activities that the writer has done as GRO (Guest Relation Officer):
    - a.) Setting up VIP room
    - b.) Handling VIP guest
    - c.) Explaining about the destination near the hotel.

### **C. Problem and Solution**

During 6 months period the writer faced some problems, for example:

1. There is guest who asked the writer to help them with Airline Boarding Pass online check-in. The guest information was not complete but the guest demand the writer to check in the boarding pass online. The guest refused to check in directly at the airport.

The solution is, the writer tried to call the airline call center to ask why the guest data cannot be approved by the airline system in the website. The airline customer service explained that the guest must be check in directly at the airport to complete the missing information. The writer already informed the guest but the guest still want to check in online in the website. The writer explained the reason why the guest cannot check in on the website. In the end guest understood and ask the writer to order a taxi to go to the airport before the flight

2. Language barrier during check in process

The problem that occurred is when the guest did not understand English language and the guest spoke in Chinese traditional language. The guest want to exchange money from Dollar into Rupiah.

The writer then asked the staff how to handle guest if the guest cannot speak in Bahasa or English language. The staff suggested using translator application in internet and helping to handle the guest. During conversation with the guest using translator app, the writer understood the situation and tried to use body language. In the end, the guest felt happy and gave amount of money to the writer and to the staff.