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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination:

The Video Learning Project in this Industrial Placement Program, the writer worked on two departments, Front Office Department and Housekeeping Department. The writer made a video of some subjects in Front Office and Housekeeping, such as Check Out video, Guest Complain video, Reservation video, Laundry video, Safety and Security video, and Public Area video. Besides that, the writer made a video for another subjects, such as Food Production, Pastry, and Mixology video. The writer worked with the Film and Television students. The Film and Television students helped the writer to shoot and edit the videos. This Industrial Placement Program was begin from July 7 2020 until October 23 2020. To finish this Industrial Placement, the writer has to work with other departments, such as :

1. Front Office Department – Housekeeping Department
 - a. Model
 - b. Quiz Maker
 - c. Video Scenario Planner
 - d. Coordinator
 - e. Administration
2. Food & Beverages Department - Food Production / Pastry Department
 - a. Model
 - b. Quiz Maker
 - c. Coordinator
 - d. Assist Lecturer in Creating Video
 - e. Administration

B. Job Description

1. Making Timeline

The first job was making the timeline. It aims to make it easier for the writer to see the video submission deadlines and it did help the writer to be more punctual because the writer did not miss any deadline and submitted her task earlier. Before the writer made the timeline, the writer should ask all the lecturers about the subjects and on what week they want to submit it. The purpose of this timeline is also to find out which one is to do first.

Lecturer	Subject	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14
Septi Fahmi Choirisa, S.Kom.I, M.Par	Reservation			■											
Septi Fahmi Choirisa, S.Kom.I, M.Par	Check-Out			■											
Ringkar Situmorang, Ph.D	Beer					■									
Septi Fahmi Choirisa, S.Kom.I, M.Par	Guest Complain						■								
Yoanita Alexandra, S.E, B.A, M.Par	Public Area							■							
Yoanita Alexandra, S.E, B.A, M.Par	Safety and Security								■						
Anton Harianto, M.M	Nasi Uduk Betawi											■			
Anton Harianto, M.M	Nasi Tutug Oncom											■			
Ringkar Situmorang, Ph.D	Mixology												■		
Adestya Ayu Armelia, S.ST.M.Si.Par	Cake Decoration													■	
Ogke Prawira, S.ST, M.Si.Par.	Haemul														■
Yoanita Alexandra, S.E, B.A, M.Par	Laundry														■
Adestya Ayu Armelia, S.ST.M.Si.Par	Praline														■

2. Making Quiz

The second job was making a quiz for every subject. This job was very useful because it can increase the knowledge of the writer. Besides that, this job was to put a quiz in the middle of the video so that the audience will not get bored. The process of making the quiz also varies, depending on the willingness of the lecturers. There are lecturers who want multiple choice questions, essay questions, True or False questions, and case studies.

Name : Agnes Felisca
NIM : 0000034316

FRONT OFFICE QUIZ : RESERVATION

1. What is the definition of reservation in hotel industry?
Reservation in hotel industry is defined as "Blocking a particular type of guest room (example single room, double room, deluxe room, executive room, suite, etc), for a definite duration of time (example number of days of stay), for a particular guest.
2. Mention the importances of reservation!
 - Gives the first impression of the hotel to the guest
 - Sells the main product of hotel (accommodation)
 - Generates customers for other department
 - Provides important management information to other department
3. Mention the types of reservation!
 - Tentative
 - Confirmed
 - Waiting list
 - Guaranteed
 - Non-Guaranteed
4. What is included in Guaranteed Reservation?
 - Prepayment
 - Payment Card
 - Advance Deposit
 - Voucher or MCO
 - Corporate
5. Mention the reservation sales planning process!
 - The Sales Department can book business many months or years in advance
 - The reservations manager should be involved in every decision affecting the hotels occupancy and revenue opportunities
 - The mix of group and transient business is carefully planned for and monitored by hotels
 - The sales department is given specific number of guestrooms it can sell to groups, called a "group allocation"
 - To go over the group allocation, the sales staff needs an approval from the hotel's sales director or general manager
 - The reservation manager typically evaluates requests to adjust the group allocation
6. Mention the source of reservation!
 - a. Travel Agent : CRS, FIT, Airlines, Corporate House, Tour Operator
 - b. Government : Owner, GDS, Hotel Website, Associations

3. Meeting with Lecturers

The third job was frequently meeting with the lecturers. The writer must have a meeting with all the lecturers and the meeting usually lasts one to two hours. This job purpose was to discuss the video that will be made. Starting from the concept of the video, the quiz to be made, until the length or durations of the video. When the writer has finished shooting, the writer still has to contact the lecturers to discuss the results of the video, is it good enough or still needs revision.



4. Become a Model

And the last job that the writer did is become a model in the video. The writer became a model in only a few videos, such as Housekeeping, Front Office, and Mixology subjects. The rest are the lecturers who became a models in the videos, such as Food Production and Pastry subjects. Before shooting, the writer must make a storyboard first to simplify the shooting process.



C. Problem and Solution

Every job has an advantages and disadvantages. During the making of this project, it was not really hard because the writer enjoyed all the process but of course sometimes there was a problem that comes along the way but because the writer likes to do this project, the writer could come up with the solution. This project really train the writer to have a higher order thinking skill to come up with a solution as fast as possible. The writer's problems are :

1. Timing

The first problem was about the timing. The writer often has a timing problem with the lecturers because the lecturers still have to teach so that the time clashes with meeting schedules with other lecturers. The solution was the writer and the lecturer were looking for another time to have a meeting before shooting.

2. Overwhelmed with work

The second problem was overwhelmed with work. Overwhelmed is a natural thing for someone while doing some work, especially when it is the first time working. The solution was when the writer is overwhelmed with the task, the writer asked her friend or supervisor for help. This was very helpful and lighten the task of the writer.

3. Distance

The third problem was the distance. The distance from the writer's house to campus was quite far and it takes quite a long time to get to campus. At that time the shooting was held every day for two weeks, so for two weeks the writer went back and forth from home to campus to shoot. But that was not a big problem for the writer because it was only temporary.

The conclusion is basically all need communication. Communication is very important to do while working. All problems can be resolved if there is a communication. Also do not

let miss communication occur while working, because all will be difficult if there is no communication.