CHAPTER III
TRAINEE PERFORMANCE

A. Placement and Coordination:

The writer has an Industrial Placement three months in Front Office Department and two months in housekeeping department. In Front Office Department the writer has responsibility describe below:

1. Reservation: make reservation, sale manual, input guest data, and courtesy call.
2. Concierge: welcome the guest, check guest body temperature, and direct the guest.
3. Front Desk Agent: handle check in, check out, and update room status to housekeeping.

After three months in Front Office, the writer rotates to the Housekeeping Department of Ibis Hotel Padang for two months, the writer has responsibilities describe below:

1. Room attendant: assist room attendant to cleaning the room and corridor.
2. Order taker: update room status in the system, operator, make a store request, and purchase request.

The coordination in Front Office department:

1. Coordination Front Office with Housekeeping Department.
    a. Handover guest request to housekeeping.
    b. Give the housekeeping information about group check in and VIP guest.
    c. Ask the housekeeping to check checkout rooms.
    d. Request room if there is no available room for check in.
    e. Check the room report from housekeeping.
    f. Give the information for expected arrival.
    g. Give an information to public attendant if lobby area is dirty.

2. Coordination Front Office with Food and Beverages Department
    a. Print the banquet bills and make dummy.

     b. Handover guest request.

     c. Give an information about VIP guest and group check in.

3. Coordination Front Office with Security

     a. Give an information to the security about suspicious action.

     b. Ask the security to help guest carry the luggage.

     c. Ask the security if there is a package for guest.

4. Coordination Front Office with Laundry

     a. Ask the laundry attendant to deliver and pick up guest laundry.

     b. Help the laundry attendant to input the bill to system.

5. Coordination Front Office with Engineering

     a. Ask the engineering to help the guest with WI-FI.

     b. Ask the engineering to fixed the rooms problem such as television, remote control, air conditioner, cool bar, and etc.

     c. Update the information to engineering about PMS room.

The coordination in Housekeeping department:

1. Coordination Housekeeping with Front Office Department.

     a. Prepare the room for expected arrival.

     b. Handling request from guest.

     c. Prepare request room for VIP arrival.

     d. Give the room report to front office.

     e. Give an information about checkout rooms.

     f. Cleaning and maintain lobby area.

2. Coordination Housekeeping with Food and Beverages Department

     a. Help cleaning the dining area, meeting rooms, and bar.

     b. Take out the plate, glass from guest room.

     c. Wash the banquet fabric.

3. Coordination Housekeeping with Security

    a. Report the suspicious action to security.

4.   Coordination Housekeeping with Engineering

    a. Ask the engineering help if the door lock is low battery.

    b. Ask the engineering to fixed the room if there is something broken.

B. Job Description

        There are many positions that the writer got from this hotel such as reservation, operator, front desk agent, room attendant, order taker, and concierge (check guest body temperature). These are the job description:

1. Reservation

    a. Make a reservation from email, phone, and sales

    b. Doing upselling when the guest wants to book a room

    c. Help the F&B department to make dummy

    d. Enroll the guest data to the system

    e. Input the TARS GDS data

    f. Check the cancellation and no-shows from online booking

2. Operator

    a. Courtesy call to ask the guest about to extend or checkout every 11 a.m.

    b. Pick up phone from guest

    c. Handover guest request to engineering, housekeeping and F&B department

3. Front Desk Agent

    a. Handling check in check out

    b. Put the registration card to docket

    c. Handover guest request to another department

    d. Direct the guest to swimming pool, ATM, meeting room, and

restaurant

4. Room Attendant

   a. Cleaning the corridor by sweeping, dusting the dispenser, and dustbin

   b. Set up the trolley before start to cleaning room

   c. Cleaning the room and bathroom. These are several cleanings equipment that the writer use:

      (1) Towel OO

      (2) Broom and dustpan

      (3) Squeeze

      (4) Hady caddy

      (5) Pad

      (6) Chemicals: Soap, MPC

      (7) Mug brush

      (8) Fiber cloth

      (9) Glass cloth

   d. Folding pillow case, bath towel, bath math, and hand towel

   e. Make up room for long stay guest

   f. Maintaining lost and found log book

   g. Order Taker

   h. Pick up phone from guest or another department

   i. Helping supervisor to make store request and purchase request

   j. Helping supervisor to update room status

   k. Handover guest request to room attendant or laundry attendant

C. Problem and Solution

These are several problems that the writer experienced during industrial placement at Hotel Ibis Padang:

1. Inputting the wrong payment method

When the writer in reservation the writer makes a mistake while posting credit cards transaction the writer input wrong credit cards data and the guest already check in in the system. Miscommunication between housekeeping supervisor and front desk agent.

2. Miscommunication between Front Desk Agent and Housekeeping supervisor

When the writer in the operator the writer got a complaint from the guest about room is not ready because there is a miscommunication between front desk agent and room it starts from the sound of handy talkie is not clear.

3. Entering guest room without knocking

When the writer responsible to be room attendant the writer makes a mistake by open the guest room without knocking the door and there is a guest inside the room.

These are the solution from problems that writer got:

1. First the writer has to cancel the check in then change credit card data in receive advance deposit and re-check in the guest into the system.
2. The writer gives a welcome drink voucher and mineral water to the guest.
3. The writer apologizes to the guest.