

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

1. Placement

Front office is one of the departments or sections that directly provide services to guests, starting from prospective guests making room reservations. This area is the busiest place in the hotel. With a location at the front and not so far from the front door of the hotel, the front office is the department that is most easily searched and seen by guests.

The writer started during Industrial Placement program from June 26th - December 24th 2021 as a front desk attendant. Work schedule of the writer are Monday until Sunday (one day off in one week) and morning shift from 07.00 A.M - 15.00 P.M. At Luminor Hotel Jambi, work schedule in front office have four shift, there are morning shift from 07.00 A.M. – 15.00 P.M., middle shift from 11.00 A.M. – 19.00 P.M., evening shift from 15.00 P.M. – 23.00 P.M., and night shift from 23.00 P.M. – 07.00 A.M.

2. Coordination

1. Front Office Department – Housekeeping Department

- a. If guest wants to check-in, front office inform to housekeeping if there are rooms that are ready to be occupied by guests.
- b. If guest wants to check-out, front office must inform to housekeeping to check whether the condition of the room is damaged or the hotel inventory is reduced, and also if any guest items are left behind.

2. Front Office Department – Security Department

- a. Front office inform security to help guests bring things into the room.
- b. Front office inform security to help guests move items to the change room.
- c. Front office inform security to help guests move guest transportations.
- d. Front office must inform security if there are guest bring suspicious items.

B. Job Description

In the field of front office has many major roles and do the roles. The activities that are related to the front office, the main thing is to meet guest directly or indirectly. The main task of the front office is to serve guests and help guest what guest want, other tasks such as answering the phone, typing tasks, and printing using a printer. Guests need help trolley for bring their things and the others, front desk attendant call security to help guests and bring trolley.

Job descriptions of Front Office Department at Luminor Hotel Jambi :

1. Assistant Front Office Manager
 - a. Helping operations in the front office.
 - b. Work team with the front desk attendant.
 - c. Making work schedule for front desk attendant and training students.
 - d. Morning briefing with HOD (Head of Department) team.
2. Front Desk Attendant
 - a. Serving guest come to the front desk in a friendly and manner.
 - b. Making guest registration.
 - c. Process check-in.
 - d. Process check-out.
 - e. Process extend room.
 - f. Handling guest complaints.
3. Night Audit
 - a. Check and verify data from front desk attendant system computer.
 - b. Input data from system.

C. Problem and Solution

1. Problem
 - a. The writer does not brave to take an action that is not authority and always has to ask the front desk attendant.

The writer can make decisions according with job descriptions based on experience.

- b. The writer gets special requests from guests, the writer must report to the front desk attendant.

The writer can directly fulfill guest requests as long as it does not harm the company.

- c. The writer picks up the phone from guests, there are delays in delivery things, and others, the writer reports to the front desk attendant to be communicated to officer.

The writer can serve needs of guest with directly without breaking company rules.

2. Solution

The writer must learn everything in front office especially learn situation. If front desk attendant busy handling another guests, the writer can help handling so as relieve and make it easy. Long time can be good in crowded situation although quiet situation.