

FRONT OFFICE DEPARTMENT RAFFLES JAKARTA
Industrial Placement Report



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INDUSTRIAL PLACEMENT REPORT VALIDATION
FRONT OFFICE DEPARTMENT RAFFLES HOTEL JAKARTA

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NON-PLAGIARISM DECLARATION FORM

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Jakarta, 2 December 2021



Ricky Suyiono

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ABSTRACT

Industrial Placement in Hotel Operations Program is mandatory for student so they can applied the knowledge and skill that gained from the Hotel Operations Program. This report is created to evaluate the writer's knowledge and skill that gained after the Industrial Placement program. In this industrial placement program the writer takes the front office department. The writer chose Raffles Hotel Jakarta for the industrial placement program and it started from 5 September 2021 until 2 February 2022. The writer gained so much experience, skills, and knowledge in the front office department especially in Butler and Concierge. There are so many challenges during the industrial placement program but the writer can handle the challenges. This report consists of workflow, responsibilities, job description in Butler and Concierge section in Raffles Hotel Jakarta. The experience, skills, knowledge that the writer gained from the Raffles Hotel Jakarta hopefully can be a reference for the writer who will work in the hospitality industry.

Keywords : Industrial Placement, Front Office Department, Raffles Hotel Jakarta, Butler, Concierge.

ABSTRAKSI

Program magang di program Hotel Operation merupakan sebuah kewajiban bagi mahasiswa dan mahasiswi sehingga mereka dapat menerapkan pengetahuan dan skill yang telah didapatkan dari program Hotel Operations. Laporan ini dibuat dengan tujuan untuk mengevaluasi pengetahuan dan kemampuan penulis yang didapatkan setelah program magang. Dalam program magang kali ini penulis memilih departemen front office. Penulis memilih Raffles Hotel Jakarta sebagai tempat untuk program magang dan akan dimulai pada tanggal 5 September 2021 sampai 2 Februari 2022. Penulis mendapat banyak sekali pengalaman, kemampuan, dan pengetahuan di departemen front office khususnya di Butler dan Concierge. Banyak sekali tantangan yang dilalui oleh penulis akan tetapi penulis dapat menghadapi tantangan tersebut. Laporan ini berisi tentang cara kerja, tanggung jawab, serta tugas di bagian Butler dan Concierge di Raffles Hotel Jakarta. Pengalaman, kemampuan, serta pengetahuan yang penulis dapatkan di Hotel Raffles Jakarta diharapkan dapat menjadi panduan untuk penulis yang akan bekerja di industri perhotelan.

Kata kunci: Program Magang, Departemen Front Office, Raffles Hotel Jakarta, Butler, Concierge

PREFACE

In this opportunity, the writer would like to thank those people who always support and helped the writer to reach this point. Without help and support from those people the writer will not easily achieve success. First of all the writer would like to thank the God who gives blessing and grace so the Industrial Placement report can be finished at the right time. Beside that, the writer wants to say a big thank you to Sir Oqke Prawira who guided the writer from the first time making the report until the report finished at the right time. Then, the writer wants to say thank you to all lecturers that have taught basic skills to enter the hotel industry and always support the writer.

The writer also would to say thank you for Mrs. Afridah Batubara as Assistant Front Office Manager and also as a Butler Supervisor, the butler staff Mr. Eto, Mr. Irvan, Mr. Fahmi, Mr. Eto, Ms. Tika, Ms. Ditha, and Ms. Geri, who are very patient in teaching and guiding the writer in the butler section. Then the writer would say thank you for Mr. Rizky Pratama as Chief concierge, the concierge staff Mr. Dwiki, Mr. Depri, Mr. Andrian, Mr. Fauzy, Mr. Gabriel, Mr. Azriel, and Mr. Rudolf who has teached and guided the writer to be a professional concierge.

Also, The writer would say a big thank you to the writer's parents for supporting the writer to do the Industrial Placement during this pandemic. It is not easy to do Industrial Placement during this pandemic but the writer's parents always support and give trust to the writer to do the Industrial Placement Program.

Lastly, the writer hopes that this report can guide the writer to enter the real hotel industry. Hopefully this report can be a guidance for junior Hotel Operations Program students in Universitas Multimedia Nusantara who will do Industrial Placement too in the next few years.

Ricky Suyiono

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