

CHAPTER III

TRAINE PERFORMANCE

A. Placement and Coordination:

The writer conducts Industrial Placements from July 19, 2021 to January 7, 2022 at Universitas Multimedia Nusantara. To be able to complete the Industrial Placement, the writer works on the project in accordance with the contract that has been made and signed.

Some of the tasks carried out by the writer include:

1. Looking for materials related to each Practicum sub-topic.
2. Book editing and layout
3. Designing the book cover
4. Searching and creating bank questions
5. Creating front office SOP posters

During placement in the making of the Front Office Practicum Book, the writer fully coordinates with the supervisor to be able to complete the book. Coordination is done regularly and when the writer has questions about the book, such as making the right header, asking for poster design approval, informing the progress of making the book and others. Coordination is done so that the writer can work optimally on the book project that has been determined by the supervisor. In addition, coordination with the supervisor also helps the writer to better understand how to work on the book desired by the supervisor.

B. Job Description

1. The writer are required to fulfill the needs of practicum class during the odd semester in the year 2021/2022 for online classes.
2. The writer is willing to join the practicum class and for any instructions related to the program.
3. The writer submits the material before the deadline for each chapter.
4. Overall the writer Job Descriptions are to:
 - a. find the related material to Practicum sub-topics.
 - b. edit and layout book content.
 - c. design book cover.

- d. create content and quizzes for each chapter.
 - e. attend the Front Office Practicum to assist the supervisor.
 - f. be ready to accomplish the assignment given by the supervisor in working hours.
5. During the Mid-Test and Final-Test period, writer needs to complete following details:
 - a. Book progress.
 - b. Book Cover and Background.
 - c. Adjusting the book layout.
 - d. Completing the e-learning forum, and activities.
 - e. Create the SOP Poster for each of the activities.
6. Following the details of Job Descriptions and Deadline during the Industrial Placement Program:

Table 2.2 Job Descriptions and Deadline

No	Chapter	Sub-Topics	Duty	Deadline	Online Class
1.	Welcoming Guest (Hotel Inspection)	Handling the hotel inspection based on SOP.	Create the Terminology Quiz	05-Aug-21	19-Aug-21
2.	Welcoming Guest (Room Inspection)	Handling the room inspection based on SOP.	Create the Quiz.	19-Aug-21	26-Aug-21
3.	Role play Hotel Operation (Reservation and Check in)	Review lessons of handling lobby situation: Front office GRO Concierge Bellman	Create the reservation form for various sources. Min. 10 sources.	26-Aug-21	02-Sep-21
4.	Role play Hotel Operation (Reservation and Check in)	Handling lobby situation for: Walk-in check-in Group check-in	Create the reservation form for various sources. Min. 10 sources.	02-Sep-21	09-Sep-21
5.	Check out process 1	Handling guest check-out and payment method by: Cash Credit card	Create the quizzes for check-out to all segmentation	09-Sep-21	16-Sep-21
6.	Check out process 2	Handling guest check out and payment method by: Guarantee letter Voucher Group	Create the quizzes for check-out to all segmentation	16-Sep-21	23-Sep-21

7.	Upselling program and loyalty program	Practicing the upselling and loyalty program	Create the quizzes.	23-Sep-21	30-Sep-21
8.	Room controller	Handling room controller/blocking the room.	Create the quizzes.	30-Sep-21	21-Oct-21
9.	Guest comment (GRO)	Handling the guest comments as GRO.	Create the quizzes.	21-Oct-21	28-Oct-21
10.	Posting folios and billing	Handling posting folio by ledgers and vouchers.	Create the quizzes.	28-Oct-21	04-Nov-21
11.	Role play Hotel Operation (Reservation)	Handling the lobby area in rush time for reservation.	Create the quizzes for check-in to all segmentation	04-Nov-21	11-Nov-21
12.	Role play Hotel Operation (Check in)	Handling the lobby area in rush time for check-in process.	Create the quizzes for check-in to all segmentation	11-Nov-21	18-Nov-21
13.	Role play Hotel Operation (Check out)	Handling the lobby area in rush time for check-out process.	Create the quizzes for check-in to all segmentation	18-Nov-21	25-Nov-21
14.	Role play Hotel Operation (Role Play)	Handling the lobby area in rush time for all sections in FO (reservation, check-in, and check-out).	Create the quizzes for check-in to all segmentation	25-Nov-21	02-Dec-21

C. Problem and solutions

1. The first problem is the lack of a good internet connection, which makes it a little difficult for the writer. The solution taken is that because an internet connection is needed in this project, the writer uses wi-fi, in addition to using wi-fi the writer prepares cellular data via a personal cellphone so that when there is a power outage or weak wi-fi connection the writer can still work on the book.
2. The second problem is in making a question bank that will be included in the book to avoid plagiarism. The solution taken is to discuss with the supervisor and check the questions using the plagiarism checking web.
3. Another problem is that the writer lacks ability in English communication skills so that the writing of the book is not optimal. The solution taken is to ask the

supervisor for help to check the results of making the book so that the use of the English language is correct.