

FRONT OFFICE DEPARTMENT

THE ALTS HOTEL

Industrial Placement Report

Submitted for partial fulfilment of the course curriculum



UMN

UNIVERSITAS
MULTIMEDIA
NUSANTARA

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Student ID : 00000043911
Program : Hotel Operations
Faculty : Business

UNIVERSITAS MULTIMEDIA NUSANTARA

TANGERANG

2021

INDUSTRIAL PLACEMENT REPORT VALIDATION

FRONT OFFICE DEPARTMENT



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BY

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Tangerang, 5 January 2022

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NON-PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Patrick Miguel

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Program : Hotel Operations

Who have conducted an Industrial Placement at:

Hotel : The Alts Hotel

Department : Front Office

Hotel Address : Jalan Rajawali No.8, Palembang, Sumatera Selatan

Training Periods: 1st July – 5th December 2021

Advisor : Yoanita Alexandra, S.E, B.A, M.Par

Confirm that this report is my own work, is not copied from any other person's work (published or unpublished), and has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere. Every citation and quote from different sources has been mentioned at the Bibliography part in this report. If one day, a fraud is found in this report or in the industrial placement, I accept to receive the sanction, which is failing in the Industrial Placement subject

Palembang, 13rd December 2021



(Patrick Miguel)

ABSTRACT

The industrial placement program has been held by Universitas Multimedia Nusantara Hotel Operations. The objective of the Industrial Placement program is to replenish the Hotel Operations students' skills, in the room division, especially in the Front Office Department. By doing this program, the writer wants to gain more skills in hospitality industry in the Front office department. The Industrial Placement program started from 1st July until 5th December 2021 at The Alts Hotel. The Alts is one of the 5 star hotel in Palembang. At The Alts Hotel, the writer was placed in the Front Office Department and able to learn as reservation agent, operator, front desk agent, and bellboy. The writer found some problems such as equipment problem and miscommunication. Nevertheless, it can be solved with the coordination with each staff even though it was distracting. From the Industrial Placement, the writer is able to get a lot of new knowledge and able to learn in the real situation of a hotel. The recommendation that the writer for next batch of UMN Hotel Operations students is communication skills is very important in supporting the Industrial Placement program. This Industrial Placement Report contains the procedures and workflow of the writer during training period. This report is written as one of the parts of fulfilment of the course. This report is able to give detailed information about the writer's Industrial Placement program and able to help next batch students especially in Front Office department

Keywords: Industrial placement program, The Alts, Front Office Department

PREFACE

Through this report, the writer wants to prove that his Industrial Placement program has been done well. In this part, the writer would like to express gratitude to the people who have helped the writer through this 5 months and completing the Industrial Placement Program.

The writer is thankful to the The Alts Hotel Front Office Supervisor, Mrs. Rindu, and all The Alts Hotel staffs who have been very helpful and care to teach the writer about all the basic in Front Office Department

The writer also thankful to Mrs. Septi Fahmi Choirisa as an Industrial Placement Coordinator and Mrs. Yoanita Alexandra as the Industrial Placement advisor who helped and give guidance to the writer. The writer also thankful to other classmates who share positive opinions in the entire Industrial Placement Program

The last, the writer is very grateful for the support from God, friends, and all family members, who have been very supportive, positive, and helpful for the writer to success the Industrial Placement program. Thank you for all the support and love.

Lastly, the writer hopes that this report is helpful to the future of all juniors of UMN Hotel Operations program students. The writer strongly hopes that this report can be their references for future Industrial placement.

Patrick Miguel

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