

**FRONT OFFICE DEPARTMENT HOTEL NOVOTEL  
LAMPUNG**



**UMN**  
UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

Name : Gabriella Chandra  
Student ID :00000046866  
Program : Hotel Operations  
Faculty : Business

**UNIVERSITAS MULTIMEDIA NUSANTARA  
TANGERANG  
2021**

# INDUSTRIAL PLACEMENT REPORT VALIDATION

## FRONT OFFICE DEPARTEMENT IN NOVOTELLAMPUNG

BY

NAME : Gabriella Chandra

STUDENT ID : 00000046866

FACULTY : Business

PROGRAM : Hotel Operations

Tangerang, 2021

Advisor,



(Dr. Ringkar Situmorang., B.Sc., MBA)

NIDN. 0328107302

Examiner,

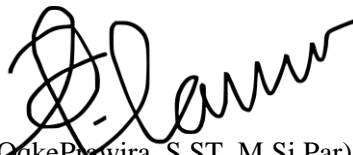


(Septi Fanni Choirisa M.Par.)

NIDN. 0325099102

Acknowledge by:

Head of Hotel Operations Department



(Ojke Prawira, S.ST, M.Si.Par)

NIDN. 0428108007

## NON- PLAGIARISM DECLARATION FORM

Hereby, I:

Name : Gabriella Chandra  
StudentID : 00000046866  
Program : HotelOperations

Who have conducted an Industrial Placement at:

Hotel :Novotel Lampung  
Department :FrontOfifce  
Hotel Address :JalanGatotSubroto No. 136  
Industrial Placement periods : 19 July –19 January  
Advisor :RingkarSitumorang, B.Sc., MBA,Ph.D.

Confirm that this report is my own work, is not copied from any other person's work (published or unpublished), and has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere.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

Bandar Lampung, 10 November 2021



Gabriella Chandra

NIM. 00000046866

## **ABSTRACT**

This Industrial placement Program is a very important program from the campus, because the lesson that has been applied by the campus can be applied directly in working environment, especially in the Operations section. Learning on campus and in industrial placements are different things. If on campus we practice material and theory only with our own circles, but in industrial placement we can practice directly with guests. This industrial placement program is a program that can broaden students' outlook. The industrial placement program was carried out at Novotel Lampung on 19 July 2021 - 19 January 2022. This report aims to explain what has been obtained, job descriptions and other responsibilities in the Front Office Department and also the industrial placement experience at Novotel Lampung so that it can be a reference for students Hospitality that will conduct an industrial placement program at the hotel. Although there are many obstacles during the industrial placement, but everything can be done well.

*Keywords: Industrial placement Program, Operations, Novotel Lampung, Front office Departmem*

## ABSTRACT

Program magang ini merupakan program dari kampus yang sangat penting, karena pembelajaran yang sudah diterapkan oleh kampus bisa di terapkan langsung di lapangan pekerjaan, khususnya dibagian Operasional. Pembelajaran di kampus dan saat magang merupakan hal yang berbeda. Jika di kampus kita berlatih secara materi dan teori hanya dengan kalangan sendiri, namun saat magang kita bisa langsung berlatih dengan tamu. Program magang ini merupakan program yang dapat menambah wawasan luas untuk mahasiswa. Program magang dilakukan di Novotel Lampung pada 19 July 2021 - 19 Januari 2022. Laporan ini bertujuan untuk menjelaskan apa saja yang sudah didapat, deskripsi pekerjaan serta tanggung jawab lainnya di bagian *Front Office Departement* dan juga pengalaman magang di Novotel Lampung agar bisa menjadi referensi untuk mahasiswa Perhotelan yang akan melakukan program magang di hotel. Walaupun banyak beberapa rintangan selama menghadapi magang, namun semuanya pasti bisa dijalani dengan baik.

*Kata kunci : Program Magang, Operasional, Novotel Lampung, Front office Departement*

## **PREFACE**

Without the help and support of people around author, the author would not be able to finish all of this. First of all, the author wants to say thank you to God because of his Blessing, the author can finish this Industrial Placement Report. The author would like to thank all lecturers, especially Mr. RingkarSitumorang as author's advisor. Thanks to their support, inclusion and guidance, the author was able to finish this well. Without their support and guidance, the author would not have been able to complete this Industrial Placement Report properly.

Then the author also want to thank to author's parents, the author's family and the author's boyfriend who have supported the author during the industrial placement and when making this proposal. Thank you for supporting author to keep the spirit of doing industrial placements and always providing positive feedback for author. Without them, it is impossible to be at this point.

The author would also like to thank to Mrs. Yolanda Fiviami as the Front Office Manager of Novotel Lampung and all staff of Front Office Novotel Lampung, thank you for your extraordinary guidance. Your guidance is very very useful for author in the future.

Finally, the author hopes that this proposal can inspire readers, especially students of Multimedia Nusantara University majoring in Hotel Operations to understand the importance of this industrial placement program.

**GabriellaChandra**

00000046866

## TABLE OF CONTENT

COVER PAGE	
INDUSTRIAL PLACEMENT REPORT VALIDATION.....	i
NON-PLAGIARISM DECLARATION FORM.....	ii
ABSTRACT .....	iii
PREFACE .....	v
TABLE OF CONTENT .....	vi
LIST OF TABLE.....	vii
LIST OF FIGURES.....	viii
CHAPTER I INTRODUCTION .....	1
A. Background.....	1
B. Purpose.....	4
C. Period and Procedures.....	5
CHAPTER II GENERAL DESCRIPTION .....	7
A. Hotel's Profile.....	7
1. History .....	7
2. Facilities.....	9
B. Organizational Structure .....	17
CHAPTER III TRAINEE PERFORMANCE .....	20
A. Placement and Coordination.....	20
B. Job Description .....	21
C. Problems and Solution .....	26
CHAPTER IV CONCLUSION AND RECOMMENDATION .....	28
A. Conclusion .....	28
B. Recommendation .....	29
REFERENCE .....	30
ACTIVITY PHOTO .....	31
APPENDIX .....	32

## **List of Tables**

Table 1.1 List of closed hotels in Lampung.....	2
Table 2.1 Accor In Indonesia.....	8
Table 2.2 Novotel LampungRoomType.....	9
Table 2.3 Novotel Lampung Restaurant&Bar.....	12
Tabel 2.4 FitnessandWellness.....	15
Table 2.5 Task List Morning Shift Telephone Operator.....	18
Table 2.6 Task List Evening Shift Telephone Operator.....	18
Table 3.1 Placement, Period, and Working Shift.....	19



## List of Figures

Figure 1.1 PerkembanganJumlahKunjungan 2018– 2020.....	1
Figure 2.1 AccorBrand .....	7
Figure 2.2 Hotel NovotelLampungInformation.....	9
Figure 2.3 SuperiorOcean View .....	10
Figure 2.4 SuperiorMountain View .....	10
Figure 2.5ExecutiveOcean View .....	10
Figure 2.6ExecutiveMountain View .....	11
Figure 2.7Executive Suite.....	11
Figure2.8 Penthouse .....	12
Figure 2.9THESQUARE .....	12
Figure 2.10LoungeBar .....	13
Figure 2.11 NovotelLampungMeeting/Event.....	14
Figure 2.12Fitness Centre.....	15
Figure2.13 Spa.....	15
Figure 2.14SwimmingPool.....	15
Figure 2.15 HotelOrganizational Structure .....	16
Figure 2.16 Front Office OrganizationalStructure .....	17
Figure 3.1CourtesyGuest .....	22
Figure 3.2InventoryDrugstore .....	23
Figure 3.3 Handling Store Request &PurchaseOrder.....	23
Figure 3.4 BeingaReceptionist .....	24