

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination:

The placement is chosen by the author is in the Front Office Department. The Front Office is the center/heart of all guest activities at the hotel which handles all visitor check-in and check-out needs. The front office is further divided into several job desk sections, in this industrial placement the author is placed on an Operator

Table 3.1 Placement, Period, and Working Shift

Position	Date	Shift
Operator	19 July 21 – 19 January22	Morning (7 AM – 3 PM) Afternoon (10 AM – 6PM) Evening (3 PM – 11 PM)

The Operator also works with several other departments to serve guests. Each division helps each other to keep serving guests well. Because all problems can not be handled by only 1 department, but each department must work together, especially room division.

1. Operator with Housekeeping
 - a. Send the guest room number that has been checked out and then cleaned for the next guest to enter
 - b. Sending guest requests regarding room amenities
 - c. Provide information related to room condition complaints
 - d. Sending expected arrival data for that day to be prepared
 - e. Provide information regarding laundry payments outside the room whether or not they can be charged to the deposit

2. Operator with Food and Beverage Products
 - a. Provide VIP list to be given Sliced Cake / Fruit Basket
 - b. Provide information on the number of occupied rooms and the number of pax breakfasts
 - c. Provide information regarding payment for food outside the

room whether or not it can be charged to the deposit.

3. Operator with Engineering
 - a. Provide a list of rooms that need repair
 - b. Provide information on the floor of the room that was closed due to the project
 - c. Provide information regarding complaints of AC, Toilet, and others

B. Job Description

The author learns Front Office as a Telephone Operator. Apart from being an Operator, the author also learns to be a Receptionist.

1. Job description in Operator

First of all, the author is directly placed on the Operator for six months. The main task here is to serve guests from within the hotel and outside by telephone. In each room, a telephone must be provided for guests, so if a guest requests something, the guest can directly contact the reception who connects the telephone directly to the operator, if other departments such as housekeeping and others do not pick up the phone, the telephone will also directly connect to the operator. Then if there is a request from a guest, the operator is in charge of directly submitting the request to the department, for example, if a guest requests a towel the operator will directly contact the room boy/order taker to send towels to the guest. Likewise, it is better if there is a telephone from outside the hotel, connecting directly to the operator. The operator's job is to provide information to the calling guest. For example, a guest asks for today's room rate, the operator immediately provides information regarding today's rate and room availability

Another responsibility that must be carried out by the operator are :

a. Knowledge

As an operator who receives calls from guests both inside and outside, the operator's job is to always update information related to the hotel, for example, today the swimming pool is closed due to repairs, but the operator does not know if the swimming pool is under repair, so if there are guests those who ask about swimming pools will complain because the operator does not update the hotel information. Responsible as operator

The Telephone Operator must be responsible and accountable for all operations

concerning the Switchboard and guest message delivery whilst on duty. You are responsible in a minor, yet very important capacity to aid and assist within Reservations. All duties and tasks performed are to be procedurally correct, timely, and of consistently high quality. The Telephone Operator must also ensure that through the personal presentation, telephone manner, effective and efficient work practices, and guest service standards, that guests' and callers' "first" impression of the hotel is a lasting one of genuine warmth and friendliness and high standards. Ensuring that clear and constant communication lines are kept with all staff, areas, and Hotel departments. Ensure that all guests and callers are provided with concise information concerning the services and facilities provided by the hotel.

b. Filling billing and registration card

Paid hotel facilities must have a bill related to guest orders. For these paid facilities, a room charge can be made if there is a deposit, if there is no deposit at check-in, cash-based will be applied. So that every night, the FnB department (room service, lounge bar, restaurant) and housekeeping (laundry) will offer a bill to the front office if the guest asks for the original bill from the department. The task of the author as an operator is to sort out the bill according to the date so if the bill needs to be required, it is easy to find. Likewise with the registration card, every guest who check-in will be asked to complete a registration card and keep it according to his room number at the reception. If the guest has checked out, the registration card at the reception will be taken out and the operator's job is to arrange the registration card according to the check-out date so that if the registration card is needed to be required, it is easy to find.

c. Courtesy Guest

Every morning, the operator's job is to check which room will be check-out on that day. Then every 10.00 a.m. the operator must courtesy the guest to ask whether the guest will check-out or will be extended. If the guest is going to check out, the operator will inform the checkout time, and also offer whether there are items that need help getting

down or not. If there are items that need help to get down, the operator will immediately provide information on what room number you want to luggage down to the bell boy. Then if the guest is going to extend, the operator must inform the guest to go to the reception to extend the card and make another payment.

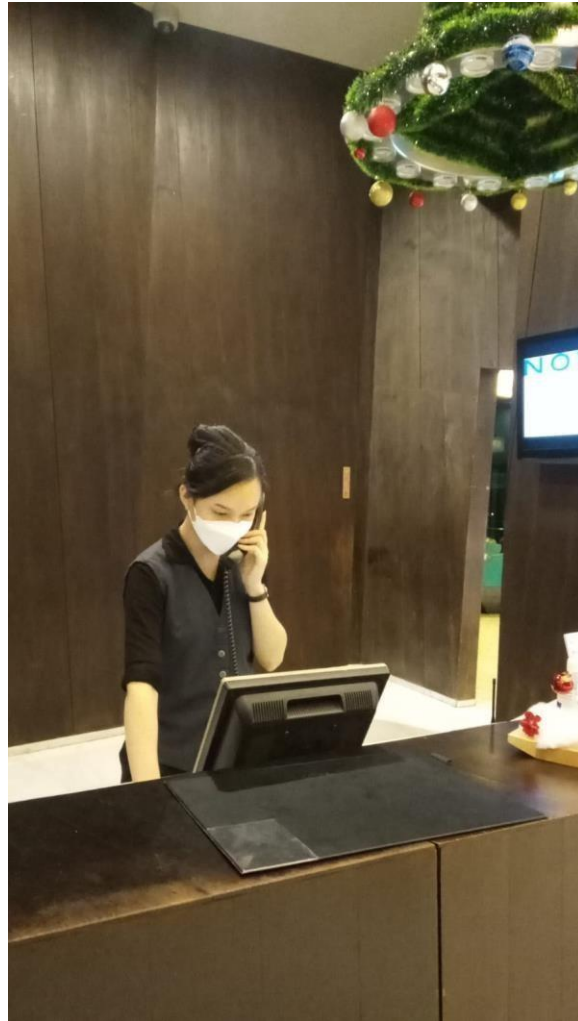


Figure 3.1 Courtesy Guest

d. Inventorydrugstore

In the hotel where the author is the industrial placement, there is a drugstore, so every day the author has to make an inventory of the drugstore's stock. Then report the stock availability either sold or unsold every day to the hotel's cost control.



Figure 3.2 Inventory Drugstore

e. Handling Store Request & Purchase Order

Every Monday morning and Thursday morning, the operator is tasked with checking the availability of the equipment needed by the front office, such as paper, key cards, and others. If there is equipment that runs out / wants to run out, the operator is in charge of making a store request and then submitting it to the storekeeper to add stock at the front office. However, if there is equipment that is not in the store, the operator will make a purchase order and then submit it to the receiving department.



Figure 3.3 Handling Store Request & Purchase Order

f. Receptionist

In addition to the operator, the author also learns to be a receptionist during Industrial

Placement. If the hotel is quiet, the author learns to be GSA and GRO. The experience of being a GSA is being able to check-in guests and then make an official receipt or payout at check-out. Then post guest payments to the system. When becoming a GRO, the author learns to invite guests to join as members or it can be called enrollment. Then the author also helped prepare sliced cakes and also fruit baskets for members or VIP guests. The author also has the opportunity to ask guests about reviews while staying at the Novotel Lampung either negative or positive reviews.

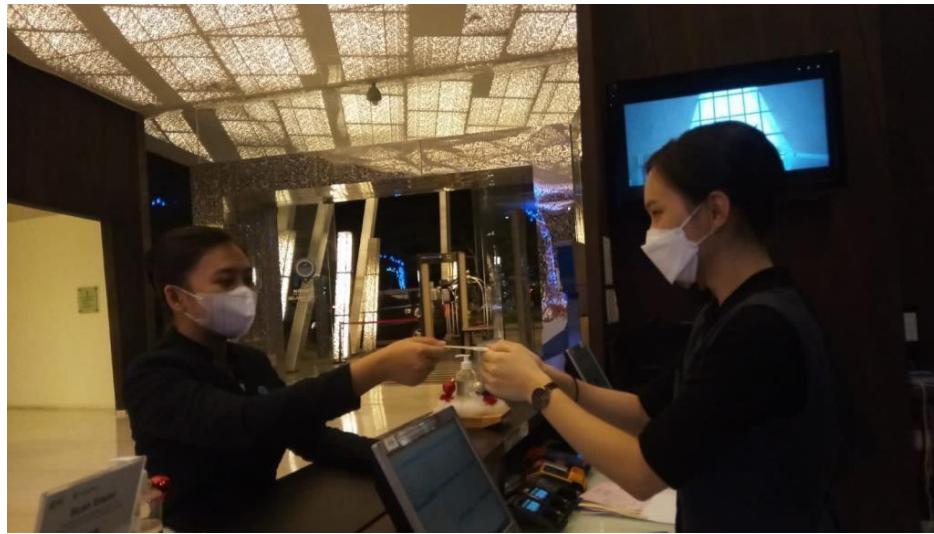


Figure 3.4 Being a Receptionist

B. Problem and Solution

This industrial placement is the first industrial placement for the author. It is not easy for authors to undergo this industrial placement because this industrial placement is the author's first experience of working directly in the field. The following are some of the author's difficulties during the industrial placement period.

1. Difficulty adapting to the world of work

Because this is the author's first industrial placement, and from the beginning of the semester until the time for the Industrial placement comes, the author conducts online learning. At the time of online learning in lectures, there was not much practice, so during the industrial placement, the author was a little confused with the system at the Novotel hotel. When studying in college, the author uses the Santika system as a learning medium,

while during the industrial placement, the author uses the Opera system. Not much different, but it just takes more practice to learn the new system. During the industrial placement, the author met directly with the guest, so the author was confused about what to do if the guest complained. But until now, the author is still learning how to handle guests who are complaining very carefully assisted by the accompanying staff.

2. Industrial placementSchedule

At the beginning of the industrial placement, the author was notified by the operator's schedule leader. There are morning, afternoon, and evening shifts. When the author's manager was told the afternoon shift and returned at 11 pm, the author objected a little because the author's house was far away. Even though there was a driver who delivered, but the author's mother decided to pick up the author in the middle of the night. Because even if it is delivered by a driver, it will be too late to arrive at the author's house because they have to take the other staff first. Then for the author's holiday schedule, only once a week is given for the day off. At first, the author was a little annoyed because the hotel was only given once a week. But over time, the author can live it well because it is a risk of working in a hotel.