

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination:

The coordination between the Front Office Department towards to the other department:

1. Front Office Department – Housekeeping Department

The communication between Front Office Department and Housekeeping Department is very important in maintaining the status of rooms in the hotel. The Housekeeping Department is responsible for cleaning and ensuring the cleanliness of the room in a condition suitable for use. After everything is in accordance with standards, the Housekeeping Department must update the status of the room to the Front Office Department so that the room can be used by guests.

2. Front Office Department – Food & Beverages Department

The coordination between Front Office Department and Food & Beverage Department is regarding information on the number of guests staying in the hotel, so that the F&B Department can accumulate their food and beverage sales operations. In addition, the Front Office Department, especially the Service Express section, also has a task of taking orders for guests who want to order room service. After receiving the order, the Service Express section is required to inform the F&B Department so that the order can be processed immediately and will later be served to guests.

3. Front Office Department - Engineering Department

As a frontliner in a hotel, the Front Office Department often gets complaints from guests about some of the facilities provided in the room are not

functioning properly. and the responsibility of the Front Office Department is to inform the Engineering Department to immediately fix the problem so the guests can use the facilities well.

4. Front Office Department - Marketing and Sales Department

With the data of guest's profile histories held by the Front Office Department, the Marketing and Sales Department can be used to choose the target market of people, to develop the promotions and also to select appropriate advertising media.

5. Front Office Department - Human Resources Management

The coordination between Front Office Department and Human Resources Department are needed to ensure and maintain the quality of staff who work in the Front Office Department. Besides that, the Human Resources Department also functions as an aspiration of the staff to tell the problem that happens while at work.

6. Front Office Department - Security Department

The Front Office Department and Security Department work together to coordinate to prevent any unwanted incidents or criminal incidents. If the Front Office Department finds a guest who has suspicious movements, the Front Office team will report it to the Security Department.

B. Job Description

Throughout the industrial placement, the writer was assigned to two different sections. Those sections were Service Express and Concierge. Each section has a different job description. Below are the job and responsibilities of Service Express Agent in The Westin Jakarta Hotel:

1. Handle telephone calls from internal and external guests
2. Handle requests from internal and external guests
3. Handle and resolve guest complaints and notice the Front Office Manager
4. Deliver any guest request to the room
5. Inform other departments regarding guest requests
6. Enroll guest profile for Marriott Bonvoy membership
7. Make daily basis arrival report and mail merge
8. Make amenities set up list for VIP guest
9. Help the Front Desk Agent to update the registration card

And below are the job and responsibilities of Concierge Attendant in The Westin Jakarta Hotel:

1. Welcoming guest
2. Assist guest to carry the luggage
3. Assist guest regarding the location of the hotel
4. Assist guest to order a taxi
5. Help to provide information about hotel knowledge
6. Register guest vehicles for free parking
7. Deliver any items or food to the guest room

C. Problem and Solution

Throughout the Industrial Placement, the writer faced problems that were able to be solved after. Below the problems and solutions that the writer had are as listed:

1. Adaptation Issues

During the Industrial Placement process, the writer found it difficult to adapt to a new environment because the writer has been carrying out online learning for one year. Therefore, when the writer carried out the Industrial Placement in the hotel, the writer needed to adapt in carrying out direct work, not online as usual. The writer's way of adapting to this problem is by being more active in asking the seniors, taking notes

on everything related to the hotel, and also being confident in speaking to fellow trainees, staff, and also guests.

2. Communication Barrier

During the Industrial Placement process, the writer is in charge at the Service Express which is the telephone operator of the hotel that receives all calls from in-house guest and external guests. From this, the writer often receives and picks up calls from foreign guests. At first the writer found it difficult to communicate with the foreign guest because the communication skills that the writer had were not reliable enough. The writer tries to find a solution from this problem. The solution is being more active in learning to communicate and also getting used to talking with many foreign guests to get used to and be able to understand what the foreign guests say so that the writer can solve the communication barrier.