

CHAPTER III

TRAINEE PERFORMANCE

3.1 Position and Coordination

During the internship at JHL Solitaire Gading Serpong, the writer did an internship in the front office department as an operator. The writer did an internship for 6 months and in a week worked for 5 working days and 2 days off. At JHL Solitaire Gading Serpong, the front office is the center of all activities in the hotel assisting in checking in and checking out and guest requests and in the front office into several job desk sections and the author was placed in the operator or 24 care section. The writer had the opportunity to choose a section in a department and the writer chose to be in the operator section. The writer had the opportunity to choose a section in a department and the writer chose to be in the operator section and the writer was given the opportunity to try in all sections such as the GRO section, Concierge, and front desk agent. The writer has two kinds of shifts, namely the morning shift which is at 7 am and the middle shift which is at 9 or 10 pm.

Table 3. 1 Shift 24 care

position	date	shift
operator / 24 care	7 Agustus 2023 - desember 2023	morning (07:00 - 16:00) middle (09:00 - 18:00) middle (10:00 - 19:00)

The Operator Department works closely with several departments to serve every guest who requests something and each department helps each other to serve guests well and with the best quality and the room department must work together especially with the Housekeeping and F&B Service Department.

1. Operator with Housekeeping

- a. Send guest requests related to room facilities such as amenities requests.

- b. Send guest requests related to makeup room, laundry pickup and laundry delivery.
- c. Informing room numbers that have checked out to be cleaned for the next guest.
- d. Provide information related to rooms that can charge laundry to room or rooms with cash basis.
- e. Provide information related to lost and found items.
- f. Send guest requests related to Hollywood request, extra bed, tant kids, baby coat.

2. Operator with Food and Beverage Service

- a. Send guest requests related to chinaware and cutlery sets.
- b. dispatch guest requests related to breakfast to room.
- c. Send guest requests related to table reservation.
- d. Provide information related to charge to room or cash basis.
- e. Assist with transfer calls if guests wish to be connected to the restaurant.

3. Operator with Engineering

- a. Send guest requests that complain about guest rooms experiencing problems such as bathroom problems, air conditioning, curtain, leaking.
- b. Coordinate with the engineering department regarding damage in public areas of the hotel.

3.2 Job Description

The writer did an internship in the front office department and got the opportunity to study for about 4 months as a telephone operator or 24 care. as a telephone operator has a job desk to serve guests from internal and external calls and receive requests from guests who are staying at the hotel and telephone operators are intermediaries to convey guest requests according to departments such as housekeeping, food and beverage service, concierge or engineering. and telephone

operators are tasked with providing information to guests such as information about room available or room rates according to the date of arrival and informing guests such as restaurant operating hours or hotel facilities and informing related to room promotions such as promotion weekend escape, Christmas package and new year package so that guests are interested.

The job desk and responsibilities that must be carried out by telephone operators are as follows:

as a telephone operator must always be updated related to the hotel such as providing information to guests who are inhouse such as the repair of facade lights and providing info to close the curtain, providing information related to events such as at the empress bar which disrupts guest comfort so that it is informed in advance to avoid complaints from guests.

provide information related to the hotel such as existing facilities and operating hours clearly so that guests know all information related to the hotel.

1. job desk telephone operator on the following morning shift:
 - a. report user log check in and telephone report.
 - b. receive calls from internal and external and if there is an inhouse guest request, it is recorded in the guest request according to the month and date and if there is a call from outside, it is recorded in the guest inquiry according to the month and date.
 - c. reply to incoming messages via WhatsApp, google messages and email.
 - d. departure courtesy do courtesy to inhouse guests who check out on the day and confirm only whether check out or plan to extend and inform the checkout time at 12 noon and inform if you need a bellboy please contact back to the operator.
 - e. prepare key card
 - f. release card verification (for guest checking out who put open CC)
 - g. share all guest issue and guest request to all staff group
 - h. put all inhouse guest request through in power me

- i. order SR (every Monday and Thursday)
 - j. update attendance manual (every Monday)
2. The job desk of telephone operator on afternoon shift is as follows:
- a. report guest in house courtesy to the room to ask how about the room whether there is anything missing and whether there are amenities that are lacking and inform if you need help can call the operator back.
 - b. courtesy DND room and confirm whether the room wants makeup room or not.
 - c. Received calls from internal and external.
 - d. reply to all inquiries from email, WhatsApp and google messages.
 - e. courtesy lost and found by email and WhatsApp.
 - f. compile guest ID card
 - g. share clear chat (every end of the afternoon shift)
 - h. promotion update (weekly)
 - i. report compile power me and power pro (weekly every Friday)
 - j. compile and share all guest issues to group all staff

3.1 Problem and solutions

3.3.1 Problem

The internship program is the first experience for the writer in carrying out work practices directly and the writer has several obstacles in carrying out the internship program in the front office department and the following are the obstacles that the writer experienced during the internship program as follows:

A. Adapting to the hospitality industry

This is the first time the author has done an industrial internship and has just experienced working directly in the field and previously the author only practiced in the lecture hall and did not practice much due to the Covid 19 pandemic. This is the first time the writer has done an industrial internship and has just experienced working in the field and previously the writer only practiced in the lecture hall and

did not practice much because of the Covid pandemic 19 online lectures and there are still many things that the writer does not know about hotel operational standards and hotel operational standards that are different and the writer is a bit confused when creating a new office and the writer learns many new things that are taught Directly by hotel staff during industrial internships.

It just takes time to relearn and practice repeatedly to learn about the table and power system in the hotel because in the course using the Kompas Gramedia hotel system and at JHL Solitaire they use the Power Pro system and the writer takes the operator's part, so the writer is often confused when answering guests with polite and polite language, and for guests who complain, the operator is a bit confused in responding and resolving. And until now the author is still learning how to solve a problem that occurs and is accompanied by a manager or service staff.

B. Have difficulties in language

When the author was in charge as an operator, the author several times had difficulty understanding what the guests were talking about because of the Korean and Japanese accents and the author several times found guests who could not use English so it was difficult to communicate.

C. Having difficulty in memorizing extension calls

When the author was in charge as an operator, the author received and transferred calls to the relevant department and the author had difficulty forgetting the extension number to be addressed.

D. Have difficulty in interacting with new people

The writer has difficulty in interacting with new people and feels confused when meeting new people and feels difficulty in starting a conversation with staff or superiors and when interacting with guests.

3.3.2 solutions

A. Solutions to language barriers

When trying to communicate with guests in telephone conversations, the writer must prepare a communication intermediary, namely translate so that there is no misunderstanding in communication.

B. Solution in hotel extension number

The writer must record the entire extension number and memorize the extension number so that the writer does not forget to remember the extension number.

C. Solution in interacting with new people

The writer must be brave to meet and interact with new people slowly and with the hospitality industry nicknamed friendly and the writer must continue to learn to meet guests so as not to be confused when interacting with guests