

CHAPTER III

INTERNSHIP IMPLEMENTATION

Position and Coordination

To ensure the smooth operation of the hotel, teamwork among various departments is crucial. Starting from Front Office, Housekeeping, Banquet, to Food & Beverage Service or Product. If departments refuse to collaborate, it will undoubtedly affect the hotel's efficiency. During my internship, I chose to train in the Front Office department, which heavily relies on other departments.

1. Front Office to Housekeeping

When a room becomes vacant after check-out, Front Office usually requests Housekeeping to promptly clean it for the next guest. Especially when guests call for towels, soap, or room cleaning requests. This is because there's no direct extension for guests to contact Housekeeping.

2. Front Office to Banquet

If guests wish to view meeting rooms or ballrooms, Front Office usually checks with Banquet for showing availability. Occasionally, Front Office requests setting up welcome drinks in the hotel lobby to ensure guests don't feel thirsty.

3. Front Office to Sales

Front Office is connected to the Sales team. When guests want to view rooms or meeting spaces, Sales often seeks Front Office's help to check room availability. Additionally, Sales is responsible for their guests who will hold events at the hotel.

4. Front Office to Food & Beverage Service, Product

In the morning, Front Office visits the restaurant and pastry section. Their purpose is to request amenities for Executive Floor VIP guests. Novotel Bogor has 4 VIP tiers. VIP 1 receives 2 bottled waters, 2 soft drinks, and snacks from the pastry section. VIP 2 receives 2 bottled waters and snacks from the pastry section. VIP 3 gets a free slice of cake from the pastry section, where a customized message can be written. VIP 4 receives snacks from the pastry section only.

5. Front Office to Accounting

Every Week, Front Office receives money stored in the FO House Bank. Every month, Accounting sends a bill when FO requests amenities for VIP guests.

6. Front Office to Reservations

Front Office communicates about confusing reservations or when guests have just booked a room through a travel agent or the ACCOR website, which hasn't been recorded as the Reservation team hasn't confirmed it yet.

Job Description

1. The writer chose to undergo training in the Front Office department. Front Office is where guests check in or check out. Guests can also acquire information about the hotel by asking the staff at the Front Office. The writer was placed in the GRO (Guest Relation Officer) department. GRO's tasks vary, starting from the morning where they work on morning reports, handle VIP EA requests to the F&B department, gather guest comments, seek guests interested in joining the ACCOR membership (as Novotel operates under ACCOR), and towards midday, there's another task called courtesy check-out.
2. As the check-out time approaches at noon (12 PM), one of the GRO's will inspect the rooms that will check out, commonly referred to as luggage check. Following this, GRO's might set up VIP EA as well. Later in the day, GRO's typically continue with other reports and tasks. A daily task in the afternoon for GRO's is earning points for ACCOR member guests and compiling their reports. Additionally, GRO's assist the FDA (Front Desk Agent) in welcoming check-in guests.
3. During weekends, Novotel Bogor provides additional facilities like kids activities. The activities vary, including barista classes, craft activities, gardening, and kids' movie nights.

Problem Solving

1. VIP amenities contaminated with ants (welcome amenities)

When the guest checked in and went to their room, they found that their VIP amenities were heavily contaminated with ants. As a resort situated in a former forest, this issue has occurred frequently. When the guest complained, the author immediately went to the pastry department and requested new VIP amenities, which were promptly delivered to the guest's

room. The author immediately apologized to the guest and provided them with fresh VIP amenities.

2. The guest's luggage did not arrive in the room on time

During the check-in process, guests are typically assisted by the concierge in carrying their belongings to the room. When guests arrive at the drop-off area, they are provided with a luggage tag as a marker for their belongings. If a guest only has one bag or one suitcase, they may decline assistance since they have minimal luggage.

There was a moment when the Novotel Bogor OCC was at full capacity, and one hour after the guest checked in, their luggage had not arrived. The guest made three phone calls to the Operator to complain. Feeling resigned, the guest decided to retrieve their belongings from the luggage area, going back and forth three times. The Operator and the Front Office team were informed that the luggage trolleys had run out, but when the guest retrieved their belongings, they saw many empty trolleys, leading them to feel deceived. Shortly after, the Duty Manager apologized to the guest and provided them with Apologize Amenities, along with a free late check-out as a gesture of apology.

