

CHAPTER III

INTERNSHIP IMPLEMENTATION

A. Position and Coordination

1. Position

While at the internship, the author took part as a guest experience officer and also as a Butler. The following is the job description of Guest Experience Officer:

1. Greet guests in a friendly manner and provide information about hotel facilities.
2. Respond to guest questions and requests quickly and efficiently.
3. Provides recommendations regarding local attractions, restaurants and activities.
4. Ensure a seamless guest experience during check-in and check-out.
5. Manage guest complaints or problems politely and provide solutions.
6. Coordinate special activities or events to enhance the guest experience.
7. Ensure that the quality of service remains high to create a positive impression.
8. Interact with guests to understand their needs and preferences.
9. Take proactive actions to increase guest satisfaction during their stay. Monitor and respond to online guest reviews to continually improve service.

Butler

1. Provides personal service to guests, including assisting with room needs and special requests.
2. Handle reservations and ensure that guests feel appreciated during their stay.
3. Create an exceptional guest experience through high-quality service.

4. Maintain professionalism and proficiency in all interactions with guests.
5. Respond to guest requests quickly and efficiently to meet their expectations.

B. Assignment and Review

While in the position as Guest Experience Officer and Butler, the author received the following tasks.

Guest Experiences Officer:

1. Welcoming guests from the entrance starting from greeting to explaining lobby orientation to guests.
2. Create a VIP Memo for VIP guests who will check in on that day.
3. Create VIP 7 day looks for the list of VIP guests who will check-in
4. Create a Theodore VIP Report for the VVIP guest list.
5. Update the guest profile in the system (opera). If there is a guest who has a position and also a company, they must be entered into the system.
6. Make New Year's greeting cards or romantic cards for guests celebrating birthdays or anniversaries.
7. Entering guest reviews from various review platforms such as TrustYou, Tripadvisor, Booking.Com and so on into the system
8. Entering guest preferences into the guest master preferences aims to anticipate that if the preferences in the system are lost, the file can be used as a backup. Because preferences are one of the important things to be able to meet guest needs.
9. Write welcome cards for first timer guests which will then be prepared in the room by the Butler.

Butler:

1. The author carries out daily service which aims to check the minibar to see what guests have consumed which will then be posted into the system as well as checking whole fruit which may need to be replaced or refilled.
2. Tasked with setting up welcome amenities (praline, whole fruit, miniature cake) in the room along with a welcome card that has been written by the guest experiences officer and also the assistant general manager.
3. Filling the minibar items is usually filled with minibar items according to guest requests, usually guests from Arabia, so the minibar will not be filled with alcohol and for groups, usually minibar items will be taken out.
4. The author also has to fill in the Butler activity in Excel to update what the author has done that day.
5. Enter the name and room of the guest consuming the minibar items in Excel which will then be posted into the system.
6. The author also has to make a welcome drink for guests who have just checked in. Usually the welcome drink applies to guests who get a welcome drink voucher.
7. The author also has to ensure that all the fruit that will be prepared in the room is dry because before the fruit is prepared, the bowl and fruit must be wiped first.
8. The author was given the task of taking the welcome amenities in the pastry and also the GDM and the author also had to ensure that all the amenities were in accordance with the order that had been made before the big day.

C. Challenges Faces

During the internship, of course there are obstacles and challenges faced by the author. The following are some of the challenges the author faced:

a. Adapting

When the internship first started, the challenge that the author faced was having to adapt to friends from other campuses and the staff themselves because everyone has a character that is definitely different, so it requires the writer to be able to adapt to each existing character, as well as the writer having to be able to adapt. with a work environment where each department is related, therefore the author not only knows people from the same department as the author's position but also other departments such as pastry, lounge, kitchen, commissioner and also restaurant.

b. Soft Skill

Mastery of the Opera system goes beyond enhancing the author's efficiency in daily tasks; it ensures the seamless administration of all aspects of their responsibilities. The ability to navigate this software empowers the author to swiftly and accurately manage guest reservations, access critical information, and coordinate various hotel activities seamlessly. By cultivating these soft skills, the author not only achieves individual productivity but also plays a crucial role in delivering an overall positive guest experience through the facilitation of efficient and well-coordinated services.

Besides that, a deep understanding of using the Opera system enables the author to provide personalized and tailored customer service. With this system, authors can easily access guest records, specific preferences, and special requests, creating a more customized stay experience.