

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Internship Implementation

The writer's internship experience at Pullman Ciawi Vimala Hills was as a GRO. GRO himself is tasked with being the person who deals directly with guests to meet guests' needs and expectations so that they have a pleasant stay. Inseparable from the role of GROs in general, at Pullman Ciawi Vimala Hills Resort Spa & Convention a GRO has a more specific task, namely handling Accor member guests. There are two types of membership:

a. Accor Plus

This is a type of paid membership and requires renewal once a year. This type of member has several levels starting from silver, gold, platinum, and the highest is Diamond and Limitless.

Accor Plus also receives many benefits, such as special discounts for staying at Accor hotels and resorts worldwide, exclusive offers such as holiday packages and other limited promotions, additional facilities for Accor Plus such as usable lounges, reward points are also provided by Accor for paying members, and also receiving special vouchers directly sent by Accor.

b. All Accor

This is a type of free membership that is valid forever. This member has the main benefit of a 5% discount and can also collect points from every transaction made during their stay. This type of member has levels ranging from Classic, Silver, Gold, Platinum, Diamond and also Limitless.

Every hotel under Accor management generally has the same services, it's just that there are certain things that are made specifically, such as several benefits that are specially made by Pullman Ciawi Vimala Hills and the following benefits:

ELITE MEMBER GOFT BENEFIT (UPDATED 14 June 2023)							
BENEFITS	SILVER (SIP 1)	ALL GOLD (SIP 2)	ALL PLATINUM (SIP 3)	ALL DIAMOND (SIP 4)	2 Platinum (SIP 5)	3 Platinum (SIP 6)	4 Platinum (SIP 7)
WELCOME PACK	1. Based on Hotel the 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.			1. Based on Hotel the 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.		Based on 100000 points to be earned upon arrival.	
REWARDS	1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.			1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.		1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.	
IN ROOM	1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.			1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.		1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.	
BEVERAGES AND SNACKS	1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.			1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.		1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.	
STAY	1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.			1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.		1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.	
ROOM UPGRADE	1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.			1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.		1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.	
SPA	1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.			1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.		1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.	
TOP TREATMENT	1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.			1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.		1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.	
HERBS	1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.			1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.		1. 100000 points upon arrival valid for 30 days. 2. For multiple stays, 100000 points will be earned. 3. Validity in 1 year only.	

Figure 3.1 Member Benefits (Sources: Writer's Data)

3.2 Daily Tasks GRO (Trainee)

As a trainee in guest relations, the author also has his own daily tasks, namely helping to make welcome packs for membership, checking teepee tent routines for mykids, making oshibori, checking the welcome pack in the drawer every time he starts work and after he finishes work. This is always done so that all work runs smoothly. Sometimes it also helps to Courtesy Call InHouse guests and also make mirror wording for guests who request, and we have to check on a website called Resaweb to see if anyone has checked in online, if so we have to prepare a registration card and make a welcome pack. and after that we put it in alerts so that newcomers don't have to create a welcome pack again.


This also adds knowledge that is not taught on campus and provides experience on how to go directly into the job market by handling the responsibilities that we have to complete. And in GRO we are also taught how to run the OPERA system, such as entering profile notes, traces (how to enter traces and solve traces), entering alerts, and how to make keys for guests, how to enter

IDT data to give to the pastry and also purchasing, and many more. The following are some of the duties as a trainee:

a. Prepare Welcome Pack for AccorMember

Welcome pack member is an envelope prepared for guests accor member, containing welcome letter, hotel map, and voucher-voucher which adjusts the level member-his. Details are attached below welcome pack customize membership status

Type <i>Voucher</i>	Silver	Gold	Platinum	Diamond
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 <p>Figure 3.2 Voucher Member (Sources: Writer's Data)</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 <p>Figure 3.3 Photo Voucher (Sources: Writer's Data)</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>




 <p>Figure 3.4 Welcome Drink (Sources: Writer's Data)</p>		<input checked="" type="checkbox"/>		
 <p>Figure 3.5 Platinum and Diamond Voucher (Sources: Writer's Data)</p>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 <p>Figure 3.6 Spa voucher (Sources: Writer's Data)</p>				<input checked="" type="checkbox"/>

Table 3.1 VIP Vouchers

This is based on the arrival list *member* tomorrow. To see the list, it can be accessed via the opera system.

b. Helping the process check in

GRO will stand in front of the lobby and become a lobas (Lobby Ambassador) it helps welcomer to avoiding crowd for check in process, so lobas can ask the guest first check in for villa or for hotel, id the guest check in for 2 bedrooms villa or above we can escort to villa check in and can do check in with butler, but if for hotel rooms and villa 1 bedroom (studio villa)

can do check in with the welcomer. And if it's on weekends or busy hours GRO can help open an extra counter for the check in process. However if it's still crowded we can help by queueing the guests at the lobby and offering the guest oshibori while there is a waiting list for check in.

c. Helping the process check in and check out

GRO can help with the process check *out* by asking the welcomer to send a PDF of the departure list of guests who will be checked *out* equipped with information balancing (if it's 0 then it's the end can be abandoned immediately). However, if you still have bills or cash deposits, they need to be processed first. Following is the procedure:

1. Say hello and offer help
2. Check on the list check *out*, if there is still payment, direct the guest to the receptionist to be processed first. However, it is not uncommon for GRO to also help with the process settlement guests by checking the bill on the opera system, then checking the attachment hardcopy bill that has been prepared previously. Next process the payment.
3. After that, ask about their stay experience, if possible, you can directly ask the guest to fill in online review on TripAdvisor.
4. Make sure that none of the guest's belongings are left behind, And then say thankyou and goodbye.

d. Make Oshibori

Trainee help the staff to make oshibori for the guest, oshibori is a cold towel and have a good smell and it will be offer to the guest when the process check in. And we can make oshibori when the lobby is not queueing or when the refrigerator is empty. Oshibori can make the guest happy because that's gives relaxation to the guest.

e. Mirror Wording

In relation to the GRO's duties, the GRO's role, which must be able to fulfill guests' expectations regarding decorating and decorating rooms, is the GRO's responsibility. If a guest requests Mirror Wording for the room, the

GRO must help to write the words that have been prepared by the guest beforehand guests check in. Here are some illustrations of Mirror Wording:

f. Checking The Drawer Membership

By the end of the shift, we have to make sure the drawer's membership is empty, if it's not empty we can check on the system member who has not arrived at the hotel or the member that canceled the stay. And if the drawer is empty we can put the member for tomorrow. And this is the end of the daily task for trainee

3.3 Challenges Faces

The challenges of this internship is the work flow. Trainees have to do the task list and help each other, like doing the lobby ambassador if the hotel is crowded and managing the time for doing the mirror wording. These challenges help trainees understand how to work under pressure and how to work in the real hotel industry.

3.4 Problem Solving

The solution is trainees have to focus on doing the morning task list first, because the morning task we have to make a VIP welcome pack for tomorrow. And if the Morning task list is done, the trainee can help other staff if the hotel is crowded, and doing the task list if the hotel is not busy. Because of this solution, the writer can now manage the workflow and learn from the experience that if the writer's don't manage the working hours, writer's end up coming home late with a lot of work piled up.

