

amenities and services, and handle reservations or modifications to existing bookings.

## **CHAPTER III**

### **INTERNSHIP IMPLEMENTATION**

#### **3.1 Position and Coordination**

During the first period of my intership period in atria hotel gading serpong, I was placed as a coincierge of the hotel. I begin with an introduction to the front office department in the hotel, more specifically in the coincierge area. I learned and work closely with the bell captain. By handling guest belongings, explaining the area to the guest who in need of help, while also experiencing different part jobs in the front office department such as the following, sending the guest belongings to their rooms or to the lobby from their rooms, opening and fixing mini vault in the guest rooms, showing off our rooms if the guest request a room tour of the desire rooms, and many more. I also even though im not an front desk agent, helped out some guest in the counter like checking out them, registering their vehicle for free parking, handling documents and so on. Im only 3 months into my internship period and so far I have enjoyed it and learning many things about the front office department here at Atria Hotel.

#### **3.2 Job description**

First placement as an intern is in the coincierge, my task is to assist and help regarding what is happening in the front office department. By helping the guest who seems troubled or confused, helping sort out documents and picking up items from the store as per request, maintain cleanliness in the lobby area. I also have to learn everything regarding being an FDA for next placement in my internship period, this is to help me get familiar with the jobdesk of a FDA much faster. Overall for the past 3 months of my internship I learn many things.

### 3.3 Problem and solutions

There are 2 main problems that I occur while doing an internship here in this hotel.

First problem is elevator issue where here in atria we have an elevator that is called service lift. This service lift is only one and the problem with this lift is that is slow. In this hotel where many housekeeping, engineering, and even some other employee are using the same elevator it usually takes time before arriving at the designated floor number. I often got complains from the guest that it took a while for their belongings to arrive to their rooms. While I cannot say the exact reason behind it, I often just apologize to the guest for delivering their belongings I little bit too long. My solution to this is to just move fast and click the elevator door eventhough is going down to the basement I usually just go inside and wait because sometimes the elevator is full when it got back from the basement.

Second problem is accidental missing or forgot to place back key items, for this problem is mainly revolve around key access for the lift and the key to the luggage store. Sometimes other coincierges and myself forgot to place these key items back to its original place which resulted in delay of our work. For this solution I myself always try to remember to place back these key items back to its original place and when a key access to the lift is accidentally being brought by other coincierge to other places outside of the hotel, I usually just create lift key design for designated floor only to not further delay my work.