

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Position and Coordination

Currently, the writer is undergoing training in the Front Office as a Front Desk Agent. However, the writer is also being taught to assist the Guest Relation Officer in preparing services for VIP guests. The workflow currently includes helping with the check-in and check-out processes, handling billing for guests with payments, explaining hotel facilities during check-in, assisting with key count during opening and closing, managing guest requests and connecting them to the relevant department, making walk-in reservations, and helping with the group check-in process. All the tasks performed are monitored by senior staff and the supervisor.

3.2 Assignment and Review

So far, the writer has learned many things in the Front Office, including:

1. Performing check-in and check-out according to the SOP of Atria Hotel and following the guidance of staff and supervisors.
2. Handling the billing process for guests making payments at the hotel.
3. Preparing group check-in files, including printing BEOs, Confirmation Letters, and Rooming Lists as supporting materials for accounting.
4. Conducting courtesy calls to guests who are about to check out or who have just checked in to maximize guest satisfaction.
5. Assisting the GRO team in preparing services for VIP guests, such as mirror greetings and delivering complimentary items.
6. Assisting guests with walk-in and phone reservations.
7. Assisting with all guest requests and forwarding them to the relevant department.

The writer has also completed and tried 3 types of shift hours during this internship process, which are as follows:

- 1) Morning Shift : 8.00 AM – 4.00 PM
- 2) Middle Shift : 11.00 AM – 7.00 PM
- 3) Afternoon Shift : 3.00 PM – 11.00 PM

As the Front Desk Agent, here are all the daily tasks and duties that must be implemented while on shift:

- a) Check and read the Google Drive regarding the Hand Over shift.
- b) Follow up on the guest's needs.
- c) Posting transport.
- d) Check the House Folio.
- e) Settle Dummy House Folio.
- f) Count the House Bank money, amounting to IDR 5,000,000.
- g) Perform cardver release, SOF (Sign on File), and CCAF (Credit Card Authorization Form).
- h) Check the front desk counter and lobby area, ensuring the entire area is clean and free from dust or dirt.
- i) Ensure the hand sanitizer at the front desk is fully stocked and working properly.
- j) Ensure the tablet and computer at the lobby display Parador Hotels' information.
- k) Regularly clean the front desk counter area with disinfectant.
- l) Check the Expected Arrival and block rooms for Expected Arrivals based on the guest's requests for the day.
- m) Check that the telephone functions well, both internal and external.
- n) Ensure the TV is on and displays information about the hotel and its promotions.
- o) Check and prepare key cards, key jackets, and HVS paper to ensure sufficient supply for check-in that day.
- p) Check that the EDC machine is working properly.
- q) Perform check-in, ensuring the guest is healthy, have them fill out a health form, enter their details accurately into the system, collect the

required deposit, register the guest, create the room key, and inform the guest of the available facilities. If the guest needs anything, they can contact the operator.

- r) Perform check-out, ensuring the guest's charges match the system, verify the room status with housekeeping, store payment records accurately, and ensure the returned room key matches the one issued.
- s) Update all of registration card from all guest who already checked-in to the PowerPro system.
- t) Assist with serving group guests arriving.

Additionally, the writer has participated in several activities during the internship, such as representing the Front Office at the Paramount Petals event, competing in the Atria Got Talent competition, and performing as a dancer for the Townhall Birthday Atria event

3.3 Challenges Faces

The biggest challenges faced during the internship were dealing with guest complaints and finding solutions. Another challenge was not fully understanding how to operate the system, especially since the system used at Atria Hotel is PowerPro. It's a system that the writer finds complex, but once understood, it becomes easier to navigate. Another challenge as a Front Office trainee was focusing on outstanding payments and accurately calculating payments. Any mistakes in calculations could lead to problems, especially when confirming the total payment to guests.

3.4 Problem Solving

During the work experience as a Front Desk Agent the trainee also encountered several problems that became valuable lessons for the writer. Furthermore, all the issues were resolved with solutions. Here are some examples:

a) Guests extend in the same room, but not followed up.

This is a serious matter, especially in the Front Office, because it can lead to double check-ins, which is one of the most critical issues in a hotel. At

that time, the writer was doing a check-in, and it was noted that the guest would stay in that specific room. However, when the new guest arrived and entered the room, they were confused to find that someone else's luggage was already there. This happened because the staff neglected to follow up on the guest's room extension. To resolve this, the solution was to offer a complimentary fruit basket and move the guest to another room with a free upgrade.

b) Incorrect input for room breakfast / room only bookings.

For reservations through the website or travel agents, there is an option for either room only or room with breakfast. The PowerPro system at the hotel is designed to interface with bookings through websites and travel agents. However, the reservations team must manually check the booking voucher and room rate to confirm if it includes breakfast or room only. If the reservations team enters the wrong information, it can cause confusion during check-in, with guests thinking their booking includes breakfast when it does not. There are two possible solutions: first, to explain to the guest that their booking does not include breakfast and they must pay for it, or second, the reservations team should take responsibility and cover the breakfast cost for the guest.

c) Smoking and non-smoking rooms.

This is one of the common complaints in the Front Office during check-in. When guests are assigned a smoking room instead of the requested non-smoking room, it can upset them, especially if they made the reservation well in advance. The solution is to explain to the guests that all requests are always tried to be fulfilled at the time of arrival, but it is not guaranteed as other guests may have arrived earlier with similar requests. It should also be clarified that smoking rooms do not necessarily always smell like smoke; they are simply rooms where smoking is allowed, and all smoking rooms are treated after the previous guest checks out.

d) Room not ready near check-in time / after check-in time.

At Atria Hotel, the check-in procedure starts at 3:00 PM. This issue often arises during high seasons, weekends, or back-to-back bookings, when many guests arrive at the same time and expect to check into their rooms immediately. For such cases, communication with the housekeeping team is necessary, as they are responsible for ensuring the rooms are ready. The solution is to explain the situation to the guests and offer a complimentary welcome drink while they wait.