

CHAPTER III

INTERNSHIP IMPLEMENTATION

3.1 Position and Coordination

One of the key responsibilities of the Front Office department is to enhance the guest experience by ensuring the quality of hotel rooms and offering complimentary services that can improve the guests' overall mood. To exceed guest expectations, the Front Office will collaborate with various departments to achieve the goal of delivering exceptional service.

1. Front Office - Housekeeping Department
 - a. Ensuring clean rooms and complete amenities
 - b. Setting up special room requests (e.g decor, king bed, set up in room aromatherapy, etc.)
 - c. Notifying guests' requests and delivering it to the room
 - d. Coordinating with the housekeeping department to assist a guest in claiming their lost item.
 - e. Inspect and ensure the VIP room is clean and proper.
2. Front Office - F&B Department
 - a. Order and set up VIP guest amenities (e.g fruit basket, welcome card, oshibori (wet cold towel), etc.)
 - b. Order and set up a complaint recovery service.
 - c. Order and set up guest special requests (e.g complimentary slice cake with wording)
 - d. Setting up welcome drinks for guests.

3. Front Office - Human Resources Department
 - a. Conduct routine training to team members and submit monthly training report.
 - b. Recruit new trainees and employees.
 - c. Conduct induction for new team members.
4. Front Office - Security Department
 - a. Inspect and ensure the hotel is free of any potential threats.
 - b. Assisting guests' luggage with luggage trolley.
 - c. Assisting and escorting guests' to their room.
 - d. Coordinate efforts to prevent suspicious activities or guests from departing without settling their bill.

3.2 Assignment and Review

The writer did the internship at ARYADUTA Lippo Village in the Front Office Department from 3rd June 2024 until 3rd December 2024. The writer has 5 days of work and 2 days off with each day having a 9-hour shift including one-hour break, however according to the Front Office Manager, trainees must not take days off on Saturdays due to the high occupancy without a valid reason (i.e sick leave with a doctor's note). Throughout the training program, the writer is given the opportunity to learn the work process of the front desk agent daily responsibilities.

Following are the routinely performed job descriptions at Front Office Department:

1. Welcoming and greeting guests arriving at the lobby, ensuring a warm and friendly first impression to make them feel comfortable and valued.
2. Handle the check-in and check-out process for hotel guests, ensuring a smooth and efficient experience. Assist with any additional inquiries, providing helpful information and addressing any needs or requests.
3. Manage new reservations and promptly respond to guest inquiries via WhatsApp, providing accurate information and ensuring a seamless booking experience for all guests.

4. Unlock the used room safety deposit box to check for any items left behind, ensuring the box is cleared and ready for the next guest.
5. Scan parking tickets for guests seeking to exit, ensuring they receive complimentary parking before leaving the premises.
6. Ensure that guest cards, no-smoking signs, and registration cards are printed and readily available, maintaining enough stock to prevent any shortages.
7. Accompany guests who wish to view the room, providing a tour and answering any questions they may have to ensure they are fully informed before making their decision.
8. Make a courtesy call to guests with an upcoming departure to remind them of their check-out time, ensuring a smooth and timely check-out process.
9. Answer calls from both internal and external sources promptly, and be prepared to assist guests with any requests they may have for their room.
10. Prepare fruit baskets and slice cake orders for expected arrivals or recovery complaints, including those for VIP guests or any special requests for the following day.
11. Draft of the feedback response for TripAdvisor, Google, or our CRM (Customer Relationship Management) system which is Xperium by RepUp, to be reviewed by the Front Office Manager.
12. Update the room status as notified by Housekeeping, ensuring it is reflected in our Property Management System (PMS) interface.
13. Enter complete guest information, including full name, email address, passport or ID card number, nationality, phone number, and any special requests, into the hotel PMS system as per their reservation details.
14. Ensure that the reservation notes for expected arrivals are complete, including details such as room rate, breakfast inclusion, payment status, and any special requests or instructions regarding the room.

3.3 Challenges Faces

The writer encounters challenges during the initial phase of the internship. The challenges that the writer faced are as follows:

1. Adapting to the new surroundings and various situations.

After being introduced to the new position, the writer was unsure of the responsibilities and assignments she had to do, possibly due to the lack of clear materials provided for learning at that time. Despite the challenges of adapting to a new environment and working with new people, the writer successfully built strong relationships, not only with senior staff, fellow trainees, and the Front Office Manager, but also with colleagues from other departments.

2. Handling difficult guests during peak season

During holidays and peak periods, the front office faces significant challenges due to high occupancy rates and back-to-back check-ins, which often lead to delays in room readiness. With many rooms being cleaned and prepared for new guests, front office staff must handle a larger number of inquiries and check-ins, all while managing guest expectations. When rooms are not ready on time, the front office staff needs to inform guests about the delay, which can lead to frustration or disappointment. Balancing guest needs with operational limitations becomes a difficult task for the front office team.

The challenge increases when guests insist on immediate access to their rooms, even after being told of the delay. Managing guest frustration requires patience and good communication skills. Front office staff must stay calm and professional, offering alternatives like waiting areas or access to hotel facilities, and sometimes offering small gestures that make guests feel valued and cared for, helping to ease their frustration. This situation tests the team's ability to handle difficult interactions and ensure that guests leave with a positive experience, despite the challenges of busy periods.

3. Limited access to the PMS

As the writer is still a trainee and not a full-time employee, access to the Property Management System (PMS) is sometimes restricted, as a personalized login ID is required for each employee. As a result, the writer

occasionally finds themselves locked out of the PMS, unable to log in and perform necessary tasks.

3.4 Problem Solving

The writer was able to overcome the challenges encountered. The solutions are as follows:

1. Being considerate of others and actively listening when they speak allows the writer to gradually build rapport and form meaningful connections. Taking a personal interest in the colleagues fosters a sense of teamwork, enabling the writer to think collectively and face challenges together. This shared approach helps strengthen teamwork and boosts morale, creating a supportive and collaborative environment.
2. The front office team addresses the challenge of room delays by using a variety of problem-solving strategies to manage guest expectations and ensure a positive guest experience. Clear and honest communication is essential; when a guest arrives and their room isn't ready, the front desk staff explains the situation and provides an estimated time for when the room will be prepared. This transparency helps guests plan their wait. If the delay is longer than expected, the team offers alternatives, such as access to hotel facilities like the lounge, the swimming pool, or fitness center, giving guests a comfortable place to relax. In addition, the front office team looks for ways to make guests feel valued and cared for, which can help ease frustration. Small gestures like offering complimentary refreshments, a discount on services, or even a room upgrade (if available) can make a big difference. If a guest remains unhappy with the service, the team can offer a complaint recovery service, such as a fruit basket or a late check-out when possible, as a way to make up for the inconvenience. If the situation escalates, the team may involve a supervisor or manager to ensure the guest feels heard and work toward a resolution, such as offering compensation or alternative arrangements. By staying calm, solution-focused, and empathetic, the front office team can turn a potentially negative situation

into a more positive experience, ensuring guests feel well cared for even when faced with delays.

3. The writer's seniors were kind enough to lend their login IDs to enable the completion of necessary tasks. They also allowed the writer, along with other trainees, to know the password for their IDs and use them when the seniors were present, ensuring the trainees could perform their duties effectively.

