

CHAPTER III

TRAINEE PERFORMANCE

3.1 Placement and Coordination

During the internship, the writer was placed at the Executive Lounge at Pullman Bandung Grand Central. The Executive Lounge is managed by the Executive Lounge manager. However, when the writer first arrived at the hotel, the executive lounge manager position was empty, so the lounge was led by the Supervisor. The writer works every day from 8 am to 5 pm. The writer always got 2 off days every week. As a trainee at the executive lounge, the writer needs to coordinate with several departments. Below are the descriptions of the activities coordinated with the other departments:

1. Food production department

The kitchen department is responsible for supporting the executive lounge by preparing breakfast, afternoon tea, and evening cocktail snacks. Their duties include ensuring the quality, presentation, and variety of food offerings throughout the day to meet guest expectations. The writer has to take these foods from the kitchen and serve it to the guests.

2. Housekeeping department

To guarantee that everything is perfect. It is crucial to approach the public attendant for assistance when something unfortunate happens. To help keep the area clean and organized. The writer needs to coordinate with the public area team after breakfast closing to ensure that all area is clean.

3. Engineering department

The engineering department is essential to maintaining the smooth operation of the Executive Lounge, especially when technical issues arise that could disrupt guest services. The writer will call the engineering team to respond promptly to resolve any problems, whether they involve the building infrastructure or equipment such as coffee machines, refrigeration units, or lighting systems.

3.2 Job Description

Over the course of six months, the writer had the opportunity to work at the Executive Lounge of Pullman Bandung Grand Central. The responsibilities included serving food and beverages to executive lounge guests, assisting with the delivery of welcome letters to guest rooms, and preparing a variety of beverages. Below are the detailed explanations of each responsibility:

1. Sending Welcome Letter. A crucial part of guest service is to send a welcome letter or email to guests upon their arrival or booking. The letter typically includes essential information about their stay, such as hotel amenities, available services, and any other useful details, ensuring guests feel valued and informed right from the start.
2. Serving Food and Drink. One of the main duties is to serve food and drinks to guests. This can occur in a restaurant, room service, or event setting. The writer must take orders, ensure proper preparation and presentation of the food, and serve everything in a professional and friendly manner to enhance the guest experience.
3. Making Drinks. The preparation of beverages, including coffee, cocktails, or other drinks, is another responsibility. The writer must be knowledgeable about the correct recipes, presentation, and guest preferences to ensure that the drinks are made to a high standard.
4. Handling Complaints. A key task in maintaining guest satisfaction is handling complaints. Staff members are expected to listen to guests' issues, whether related to service, facilities, or any other concerns, and find a prompt and effective solution to resolve them. The goal is to ensure guests leave with a positive experience, despite any initial problems.
5. Helping Guests with Needs. Providing assistance to guests with any special requests or needs is an important part of the role. This may involve offering information, arranging transportation, providing extra services, or fulfilling specific guest preferences.