

## **CHAPTER III**

### **INTERNSHIP IMPLEMENTATION**

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

writer had the opportunity to intern in the Guest Relation officer section for 6 full months. During his time as a Guest Relation Officer, the author coordinated with several departments not only the Front Office section in order to provide satisfactory service to guests.

##### **1. Housekeeping Department**

In carrying out the task, writer as guest relation officer will work together with the housekeeping department to be able to prepare the room for the guest. Some things such as towel art and requests such as baby coats or kids tents will be assisted by housekeeping to be prepared.

##### **2. Pastry & Kitchen**

ethics require amenities, apology cakes or birthday cakes then writer will work together with the pastry and kitchen departments. Writer will discuss to prepare a special welcome cake and amenities for KOL or VIP guests which will then be prepared by this department. In addition, the author will request canapes as a form of welcome every weekend to the pastry and kitchen departments.

##### **3. F&B Service**

The writer as a guest relation officer will work together with F&B Service for several occasions such as preparing welcome cakes for corporate or government guests, giving birthday surprises when guests are having breakfast and helping to prepare restaurant bookings from guests..

#### **3.2. Job Description**

During 6-month training period at JHL Solitaire Gading Serpong, the writer had the opportunity to work as a Guest Relations Officer in the Front Office department. As a Guest Relations Officer, primary responsibilities including:

1. Greeting & Welcoming Guest

The writer as a Guest Relation Officer must ensure to welcome and greet guests who first come to JHL Solitaire Gading Serpong. When guests enter the hotel, the writer will greet and ask if there is anything that can be helped then direct the guest's needs.

2. Handling Guest Feedback

In the duties as a Guest Relation Officer, the author is required to handle complaints and complaints coming from guests. Then, writer together with the Supervisor (if necessary) will help to resolve complaints from guests. As a form of apology, the Author will provide Amenities along with an apology card.

3. Providing Great experience

One of the duties of a Guest Relation Officer is to provide a pleasant experience for guests. When the occupancy period is high, writer will request the pastry department to provide canapes and welcome drinks as a form of greeting for guests. In addition, the author as a Guest Relation Officer will provide kids activities for family guests while waiting for check-in or for the room to be ready. Writer will also check every day whether there are any guests who have birthdays on that day and if there are, the author will give a surprise by singing a happy birthday song and giving a cake..

4. Handling KOL and VIP Guest

When Key Opinion Leader (KOL) or VIP guests will arrive, writer will request the F&B department to make a welcome drink and request the Spa department for a 15-minute welcome massage. In addition, writer as a Guest Relation Officer will prepare a special room such as preparing welcome amenities, mirror art, towel art, welcome card and scrapbook. During their stay, KOL and VIP guests will also be handled for all activities in the hotel such as breakfast time, VIP parking, any request from guests, booking spa and restaurant.

5. Make sure all guest satisfaction

When guests check in, the author will give a greeting via Whatsapp and provide some general information such as breakfast hours, pool, executive lounge and restaurant. Writer will also be courteous to VIP guests and ask how their stay was and the author will also remind some guests who get executive lounge benefits for the opening and closing hours of the executive lounge. When guests check out, writer will also ask for feedback during their stay and if they are willing to enter their feedback into tripadvisor or thrustyou.

#### 6. Check-in dan Check-out

Although check-in and check-out are not the main tasks of the Guest Relations Officer, on several occasions writer was required to assist the front desk agent when there were a lot of guests checking in and checking out, and for KOL or VIP guests, the author himself had to check in and check out..

#### 3.1. Challenges Faces

During the internship program, the author encountered several challenges. The challenges faced can have an impact on the author. Some of them are::

##### 1. Handle Several task

Writer is required to be able to work on several tasks at once or help to back up other parts such as check-in and check-out, free ticket parking, operator while the author is also required to be able to complete tasks as a Guest relation officer. This is the biggest challenge during the internship program, but it can also improve the writerr's knowledge and skills so that the author is not only in the Guest relation officer section.

##### 2. Working Hours

It is common to work in a hotel every day to be overworked. During the writer's internship at JHL Solitaire Gading Serpong, writer often overworked up to more than 12 hours of work. At first, it was a challenge for the writer to be able to adjust and adapt to the uncertain working hours.

### 3.1 Problem Solving

To overcome this challenge, writer created a strategy by compiling a "to do list" that will be completed every day. By having a clear task list, the writer can prioritize work and manage time more effectively. In addition, the writer also coordinates with the senior Guest Relation Officer (GRO) for some difficult tasks or tasks that require further direction. With the help and direction of the senior GRO, the writer can gain a better understanding of complex tasks and find the right solution to complete them. Thus, I can improve my ability to manage work and complete tasks more efficiently. Apart from that, the author also started to adjust to the irregular working hours, such as getting enough rest and exercising more often so that the author doesn't get sick easily.

| No | To do list   | Noted |
|----|--|-------|
| 1  | Review Reservasi Booking.Com And Expedia           |       |
| 2  | Make Sure Birthday Today                           |       |
| 3  | Report GDRIVE amenities                            |       |
| 4  | Report GDRIVE Longstaying Guest                    |       |
| 5  | Report GDRIVE Logbook                              |       |
| 6  | Cek And Update Walk In And Showing Room Today      |       |
| 7  | Make Sure Form Pastry Vip if there is Additional   |       |
| 8  | Make Recorvery for guets complaint                 |       |
| 9  | Make Additional Welcome Letter and Exlo Letter     |       |
| 10 | Make sure EA List                                  |       |
| 11 | Make Mirror Art Today                              |       |
| 12 | Mingel And Ask Review Trip Advisor Or Trust You    |       |
| 13 | Controlling Kids Activity                          |       |
| 14 | Send Jotd & Exlo Letter                            |       |
| 15 | Give room list to FB                               |       |
| 16 | Make sure Amenities All VIP & Group Alreadyb setup |       |
| 18 | Update White Board                                 |       |
| 19 | Update GRO Report                                  |       |
| 20 | Update JOTD Report                                 |       |
| 21 | Courtesy VIP                                       |       |
| 22 | Courtesy EXLO                                      |       |
| 23 | Courtesy Pre ARRIVAL ON Whatsapp                   |       |
| 24 | Courtesy guest Birthday/Wedding (make video)       |       |
| 25 | Prepare Vip Tomorrow For Briefing                  |       |
| 26 | Courtesy In House All Guest By Whats Up            |       |
| 27 | Courtesy Check Out By Whats Up                     |       |
| 28 | Check Executive Lounge                             |       |
| 29 | Check VIP Tomorrow                                 |       |
| 30 | Check KOL Tommorrow + Make Brief KOL               |       |
| 31 | Courtesy KOL                                       |       |
| 32 | Req Massage And Welcome Drink KOL                  |       |
| 33 | Send Email Report GRO                              |       |
| 34 | Make Req Form Vip Tomorrow                         |       |
| 35 | Make Welcome Letter Vip Tomorrow                   |       |
| 36 | Make Welcome Exlo Letter                           |       |
| 37 | Share Exlo Tomorrow To Castro                      |       |
| 38 | Prepare For Guest Activity                         |       |
| 39 | Closing Casier                                     |       |

Tabel 3. 1 Tabel To Do List Guest Relation Officer  
(Sources: JHL Solitaire Gading Serpong)