

## CHAPTER III

### TRAINEE PERFORMANCE

#### 3.1 Placement and Coordination

Olam Restaurant was the first outlet where the writer was placed during the internship program at JS Luwansa Hotel. This restaurant is one of the hotel's main facilities, featuring an all-day dining concept that serves breakfast, lunch, and dinner. Depending on the type of reservation, room package, or guest preference, Olam Restaurant offers both buffet and à la carte options that can be enjoyed throughout the day.

In its operations, Olam Restaurant collaborates with various hotel departments, especially in providing breakfast for in-house guests. In addition to serving walk-in customers, the restaurant also frequently supports internal events and corporate functions held at the hotel. Olam Restaurant often works closely with the banquet team in supplying food and beverages for events such as meetings, gatherings, and other celebrations, ensuring a comfortable and well-coordinated dining experience.

##### 1. Relationship with Housekeeping department

Coordination with the Housekeeping team is the most frequent and important part of the writer's daily work. They regularly checked in with the housekeeping team about the room statuses, especially when guest wanted early check-ins or needed to change rooms. We used the hotel's property management system and internal phone lines to communicate about rooms that needed cleaning, rush requests for urgent situations, and to confirm when rooms are ready for new arrivals. The writer quickly learned that being accurate and quick with this communication was crucial because any delays could really affect how satisfied the guests were with their stay.

## 2. Relationship with Concierge

Working with the Concierge team taught the writer that guest service goes far beyond just checking people in and out. The concierge team helped guests arrange transportation, get information about the local BSD area, entrusting them to keep guest luggage and item safe when leaving it in the hotel and picking it up later on in the day. They also handle luggage and escort guests to their rooms. Whenever we have guests arriving, especially VIPs, the writer would coordinate with the concierge to make sure they got proper room assistance. For guests staying longer or those with premium reservations, the writer would work with the concierge to arrange special services. This experience really showed the writer how important it is for all these services to work together seamlessly.

## 3. Relationship with Engineering Department

During the internship, the writer stayed close contact with the Engineering team to handle maintenance problems that guests reported. Common issues included broken air conditioning, the minibar was not cold enough, and lights that were not working properly. My job was to record the guests' complaints and pass them along to the engineering team, then follow up to make sure the issue was actually fixed. The writer realized that keeping guests comfortable is not just about being friendly and helpful, but it also means making sure technical problems get solved quickly. The Engineering team would also let us know when certain rooms could not be used because of repairs, which helped us plan our room assignments better.

## 4. Relationship with Sales and Reservations

The writer worked with the sales and reservation regularly when dealing with guest bookings and special requests. The reservations team managed room availability, handled bookings for groups and corporate clients and kept all the booking information updated in the system. When guests showed up without reservations, the writer would check with the team to see if we have any last-minute availability or if we need to adjust the group bookings. Working

with them helped the writer understand how important it is to forecast occupancy and plan ahead for the Front Desk's daily operations.

### 5. Relationship with Food Beverage Department

Another important collaboration was with the Food & Beverage Department, particularly when dealing with room service inquiries, breakfast inclusions, and billing adjustments. If a guest questioned their dining charges, the writer would double-check with the restaurant or the room service team to clarify the details. When VIP guests or corporate clients checked in, the writer would coordinate with the F&B team to arrange welcome amenities like welcome cakes placed in their room. Through these interactions, the writer sees how these small, thoughtful touches can really make a difference in the guest experience, and how important clear communication between departments was to make it all happen.

## 3.2 Job Description

During a six-month internship at JS Luwansa, the writer was assigned various roles to ensure smooth breakfast operations. The working hours ran from 06.00 to 18.00 with a one-hour break, totaling 12 working hours per day. The writer had the opportunity to work in several job desks, including hostess, coffee and tea runner, egg runner, and floor staff.

### 1. Floor Section

After one week, the writer was assigned to work on the floor in Sections A, B, and C at Olam Restaurant. The responsibilities in this area included clearing used plates, cutlery, and glasses, as well as setting up cutlery for incoming guests. The writer was also responsible for taking beverage orders as requested by guests.

The breakfast buffet operates from 06:00 to 10:00 on weekdays and from 06:00 to 12:00 on weekends. The buffet is priced at 288,000 nett for adults, while children aged 5 to 11 years are charged 144,000 nett. Olam Restaurant operates

daily from 06:00 to 23:00, serving a variety of beverages along with local and international cuisine for guests to enjoy.

## 2. Hostess

The writer was then assigned to the role of hostess, responsible for welcoming guests and ensuring they feel well-assisted from the moment they arrive. The main duties included greeting guests warmly, asking for their room number, confirming the number of guests, allocating an appropriate table, and taking their initial beverage order. At closing time, the hostess was also responsible for announcing the last call to guests.

## 3. Coffee and Tea Runner

The coffee and tea runner is responsible for preparing and serving coffee and tea to guests efficiently. The duties include preparing beverages according to orders, ensuring that supplies such as tea, coffee beans, milk, and sugar are always available, and maintaining the cleanliness and neatness of the beverage station. The runner is also responsible for delivering drinks to guests' tables and ensuring that any additional requests are fulfilled.

## 4. Egg Runner

The writer was assigned to the role of egg runner and was responsible for delivering egg orders from the live cooking station to guests' tables promptly. The duties included recording the type of eggs ordered by guests—such as omelet, scrambled, or sunny side up—ensuring that each order was accurate, and maintaining a smooth flow of service during breakfast hours. The egg runner was also responsible for keeping the live cooking area clean and tidy, as well as refilling items such as sauces, noodles, and other necessary ingredients.

### **3.3 Problem and Solution**

#### **1. Language Barrier**

Problem:

Because JS Luwansa Hotel serves many international guests from countries such as Russia, Arab nations, and others, language differences can sometimes become a challenge in delivering services.

Solution:

Therefore, I need to be able to communicate effectively, especially in English, in order to assist guests more efficiently. To overcome this issue, I use translation tools when necessary so that communication can run clearly and smoothly.

#### **2. Guests Arriving Simultaneously**

Problem:

When several guests arrive at the same time, providing efficient service can be challenging due to the increased workload within a limited time.

Solution:

To address this issue, the team streamlines workflows and improves communication among staff to ensure that tasks are completed quickly and smoothly. In addition, staff are trained to prioritize their duties and work together effectively, especially during busy operational periods.

#### **3. Teamwork Has Not Been Optimal**

Problem:

Teamwork has not been fully effective, as a lack of coordination and communication among team members can lead to misunderstandings in carrying out tasks.

Solution:

To address this issue, it is necessary to establish a strong team-oriented work culture by fostering open communication and mutual respect among employees. In addition, regular pre-operational briefings can be

conducted to align understanding, clarify responsibilities, and enhance a sense of accountability and cooperation among team members.