AN APPRENTICESHIP REPORT

AT ASTON NAGOYA CITY HOTEL

BATAM

MUTIA WULAN DARI
5203201139

STATE POLYTECHNIC OF BENGKALIS

BENGKALIS-RIAU

2023

APPROVAL SHEET

This Apprenticeship Report written by **Mutia Wulan Dari. Reg. Number 5203201139** who had done the apprenticeship at Aston Nagoya City Hotel at Batam started from February 21st to Juny 20th, 2023 by the following advisor:

Batam, July 6th 2023

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ACCEPTANCE SHEET

This is to certify that we have been examined the apprenticeship report of **Mutia Wulan Dari. Reg. Number 5203201139** who has done the apprenticeship at Aston Nagoya City Hotel started from February 21st , to June 20th, 2023. This report is used for partial fulfilment of the State Polytechnic of Bengkalis.

This report is completed and satisfactory in all respects, and all revisions required by the apprenticeship report examining committee had been made.

Batam, 6 th July 2023

Accepted by:

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CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

Apprenticeship combine education with on-the-job training. It allows students to learn a skill or career from mentors or trainers. Moreover, the implementation of apprenticeship has existed for quite some time. Beginning in the thirteenth century in Western Europe, guilds of artisans monitored product quality, production methods, and working conditions for each occupational group in a city. Master artisans governed the guilds, and a recruit could only join after serving as an apprentice, with the master working in his shop alongside assistants. Furthermore, in Egypt and Babylon, every artisan was required to train the youth skills to sustain the labor force. Similarly, in Rome and other ancient societies, many artisans were enslaved; however, in the final years of the Roman Empire, artisans began to organize into independent colleges to enforce the standards of their trade. As a requirement for graduation, apprenticeship is now a requirement for university students. The purpose of an apprenticeship is to provide students with hands-on experience applying the skills or knowledge they have acquired in university or collage to the workplace. Apprentice can also comprehend the professional work system the actual industry or agency utilizes.

The State Polytechnic of Bengkalis requires all students to participate in an apprenticeship program for a specified period of time following the apprentice's purpose, which is the application of acquired knowledge and skills, and as a graduation requirement. State Polytechnic of Bengkalis is the public state vocational college in the province of Riau and is located in the Bengkalis Regency. Eight majors are available, including Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime. With the motto "Competence for Competition," and through its practical and theoretical teaching methods, it equips

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graduates of the State Polytechnic of Bengkalis with the Knowledge and skills necessary to compete at national and international levels in the industry.

The Language Department is one of the State of Polytechnic Of Bengkalis departments that offers two study programs: D-III English and D-IV English Business and Professional Communication. The D-III English curriculum emphasizes professional administration and tourism & hospitality to prepare students for careers in administration, tourism, hospitality, public relations/marketing communication, translation, and interpreting.

As a result, the apprentice was selected and offered an apprentice at Aston Nagoya City Hotel in Batam, Riau Islands. The hotel is operated by Archipelago International, Southeast Asia's largest privately owned hospitality group. The apprentice worked at the Front Desk of the Aston Nagoya City Hotel from May 21st to July 20th. 2023. Front Desk is responsible for greeting and directing guests and administrative tasks such as receiving shipments and filing and organizing documents.

1.2 Purpose of the Apprenticeship
1. To find out kind of jobs done in Front Office at Aston Nagoya City Hotel.
2. To find out working procedures applied in Front Office at Aston Nagoya City Hotel.

1.3. Significance of the Apprenticeship

1.3.1. Significance of the Apprentice
The apprenticeship period lasts four months and focuses on imparting knowledge and abilities directly applicable to the workplace in the tourism and hospitality industry. In addition, the training received during an apprenticeship is much more focused on the specifics of the industry, with an emphasis on the development of abilities related to front desk work as well as the acquisition of the knowledge necessary for the apprentice to be able to work as a professional front desk employee.

1.3.2. Significance for State Polytechnic of Bengkalis.

The State Polytechnic of Bengkalis and Aston Nagoya City Hotel can strengthen relationships, improving business engagement, recruitment, and collaboration through apprenticeships. Moreover, this apprenticeship has the potential to supply ideas that the collage can incorporate into its educational program as learning guides.

1.3.3. Significance for the Company.

The Aston Nagoya City Hotel stands to gain multiple potential benefits from participating in this apprenticeship. Employing a trainee as an apprentice is a productive and efficient way to develop talent and a motivated, skilled, and qualified workforce. In addition, the purpose of this program is to streamline certain aspects of the work so that it can be completed in less time.

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2. 1 Company History

Archipelago International entered the Southeast Asian market in 1997 with its first brand ASTON. It is Southeast Asia's largest privately owned hospitality group. More than 40,000 rooms and apartments spread throughout over 200 destinations in Oceania, Southeast Asia, the Caribbean, and the Middle East. In Addition, it has several hotels and residences namely, Grand Aston, Huxley, and The Royal Alana. Royal Kamila, Aston, The Alana By Aston, Kamuela, Harper, Collection By ASTON, Aston INN, Aston City, Neo +, Quest Hotel, and Fave Hotel.

Figure 2. 1 The Countries are Part of The Archipelago International.
Source: Archipelago International Learning Center Website.
https://sites.google.com/archipelagointernational.com/learningcenter/welcome

Archipelago International provides Hotel Management, Franchise Plus, Technical Services, Pre-Opening, E-commerce, Interior Architecture & Design, Software Development, and Website Development to provide excellent service. Hotel management includes channel managers, booking engines, rate shopping tools, and other technologies. Specialists do these tasks routinely. Franchise Plus helps company owners overcome their biggest challenges with brand franchise agreements and eCommerce services. Technical Services provides Business Environment Analysis, design brief, facility suggestions, standard room layouts, and electrical outlet and lighting standards. Pre-Opening Archipelago evaluated

market data, hypothesised, got licences and permits, and created a thorough pre-opening sales and marketing action plan with long-term goals. These include advertising plans and budgets, hotel quality score management, booking engine linkages, and channel management. Rebranding guarantees a hotel meets brand standards for market domination. E-commerce pioneered plug-and-play. This procedure involves hiring, training, and supervising hotel staff. The Interior Architecture & Design MEP (Mechanical, Electrical, and Plumbing) team and chief engineer are experts in constructing mechanical and electrical systems, site planning, and utility system modifications. They also specialise in sustainable design, energy-saving strategies, analysis, and renewable energy systems for new and existing buildings. Software development includes design, coding, testing, and maintenance. Archipelago uses unique technologies in HR, sales, marketing, training, audit, and data science to maximise organisational efficiency. This feature lets hoteliers customise their software. Web design involves creating and arranging website visuals, user interfaces, and aesthetics. Archipelago has designed, developed, managed, and improved several high-value hotel and brand websites.

Archipelago International opened the three-star Aston Nagoya City Hotel on August 5, 2022. Hang Nadim International Airport, Batam Centre, and Harbour Bay are nearby. Batam's prime business location. The hotel is located Thamrin City, a gastronomic hub near Nagoya Hill Mall, DC Mall, Batam Centre Shopping Mall, and others. The hotel's location draws guests from Singapore, Malaysia, China, India, Denmark, the UK, the US, and South Korea. The hotel has business-friendly meeting rooms. The Ministry of Agriculture, Ministry of Education, Ministry of Religious Affairs, Pertamina, BUMN, and others attend the Annual Meeting.

Based on the provisions above, apprenticeship was carried out at star Aston Nagoya City Hotel Riau Island, which was held about 17 weeks from February 21th to June 20th, 2023. After carrying out KP for 17 weeks, students are required to make apprenticeship report as a form of accountability for every activity carried out during the apprenticeship.

Figure 2. 2 Executive Committee of Archipelago International.
Source: Archipelago International Learning Center Website.
https://sites.google.com/archipelagointernational.com/learningcenter/welcome

Figure 2. 3 Aston Nagoya City Hotel's Building.
Source: Website Aston Nagoya City Hotel.
https://www.astonhotelsinternational.com/en/hotel/view/103/aston-nagoya-city-hotel

Figure 2. 4 Aston Nagoya City Logo.
Source: Company documentation.

2.2 Vision and Mision

2.2.1 Vision

To be widely recognized as the preferred hospitality company for guests, owners and employees whenever we operate.

2.2.2 Mission

Exceeding guest expectation in all our hotels, helping our staff develop their careers while supporting owners in designing, creating and successfully operating a "best in class" hotel that they can be proud of.
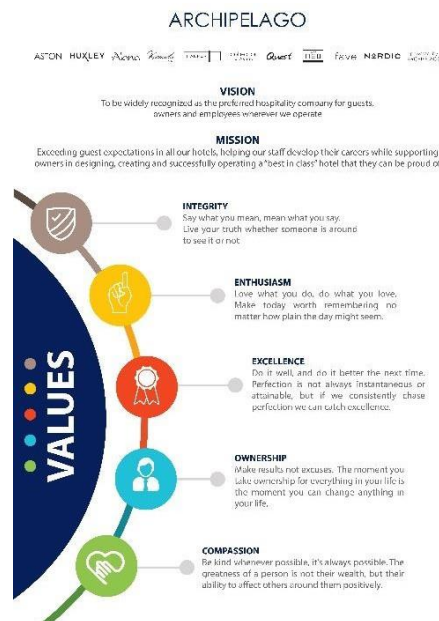
Figure 2. 5Archipelago International Vision, Mision, and Golden Rules.
Source: Archipelago International Learning Center Website.
https://sites.google.com/archipelagointernational.com/learningcenter/welcome

2.3 Kinds of Business

Modern Aston Nagoya City Hotel boasts 192 city-view rooms. In addition, there are three types of rooms: Studio (18M2), Studio Plus (20M2), Suite (27M2), and Connecting Room (two rooms connected with two different types of rooms, either Studio Type connected to Studio Plus or Suite Type connected to Suite). For excellent service, guests can use free wifi, Shiso Restaurant, soundproofing, air conditioning, free carpark, spa, meeting room, safety deposit box, android smart tv, google nest, nearby airport smoking area, non-smoking area, and local and international TV channels. Guest amenities include 24-hour front desk, 24-hour security, airport transportation, laundry service, multilingual personnel, bellboy service, speedy check-in and check-out, and baggage storage.

Figure 2. 6 Studio Type

Source: Website Aston Nagoya City Hotel.
https://www.astonhotelsinternational.com/en/hotel/view/103/aston-nagoya-city-hotel
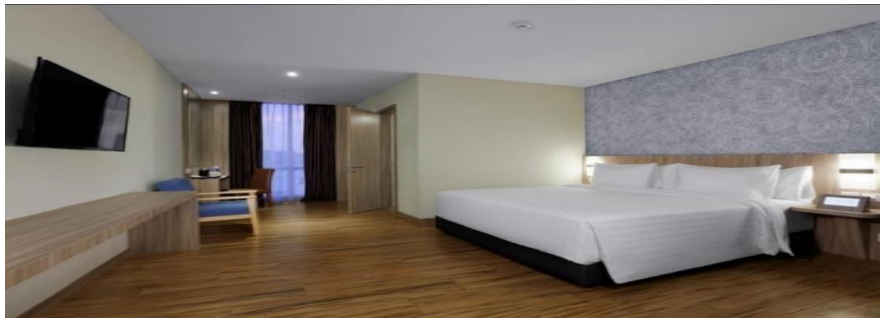
Figure 2. 7 Studio Plus Type

Source: Website Aston Nagoya City Hotel.
https://www.astonhotelsinternational.com/en/hotel/view/103/aston-nagoya-city-hotel
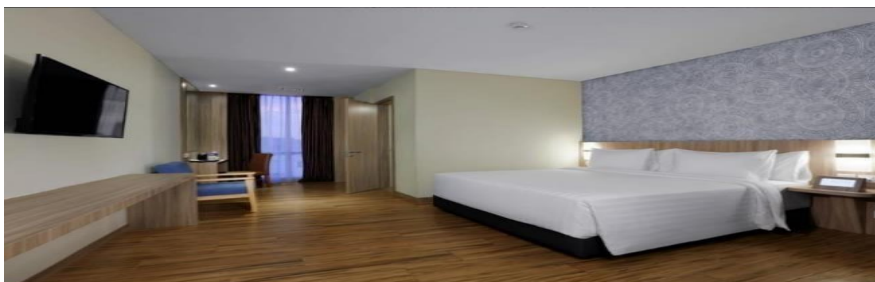
Figure 2. 8 Suite Type.

Source: Website Aston Nagoya City Hotel.
https://www.astonhotelsinternational.com/en/hotel/view/103/aston-nagoya-city-hotel

Batam is one of Indonesia's top ten MICE industry locations, and it is frequently utilized as a venue for meetings, incentives, conferences, and exhibits. Aston Nagoya City Hotel features Jasmine, Lavender, and Magnolia meeting rooms to satisfy this purpose. Jasmine is a conference space for medium to small social or business gatherings. Furthermore, Lavender, Lavander is intended for parties or corporate meetings in a large room accommodating 125 people. The meeting space is outfitted with high-speed wifi and cutting-edge audio-visual technology. Magnolia can accommodate up to 143 people. It has a trendy and attractive appearance that will make any meeting or social occasion run smoothly. The meeting space is outfitted with high-speed wi-fi and modern technology.

Figure 2. 9 Jasmine Room Meeting.
Source: Website Aston Nagoya City Hotel.
https://www.astonhotelsinternational.com/en/hotel/view/103/aston-nagoya-city-hotel

Figure 2. 10 Lavender Room Meeting.
Source: Website Aston Nagoya City Hotel.
https://www.astonhotelsinternational.com/en/hotel/view/103/aston-nagoya-city-hotel

Figure 2. 11 Magnolia Meeting Room.
Source: Website Aston Nagoya City Hotel.
https://www.astonhotelsinternational.com/en/hotel/view/103/aston-nagoya-city-hotel.

A hotel restaurant is required for convenience, accessibility, catering to varied tastes and dietary needs, increasing the tourist experience, offering socialisation and networking opportunities, generating money, distinguishing the hotel, and achieving a competitive edge. It delights visitors and impresses. The second-floor Shiso restaurant serves outstanding international and regional cuisine made with the greatest ingredients. This simple 120-seat restaurant serves Nusantara, Asian, and international cuisine.

Figure 2. 12 Shiso Restaurant.
Source: Aston Nagoya City Documentation.

2.4 Structure of Organizational

Figure 2. 13 Organizational Structure of Aston Nagoya City Hotel.
Source: Documentation of Aston Nagoya City.

ASTON stands for authentic Asian hospitality. Because ASTON's emblem is the same throughout Indonesia, it has a blue logo with "Nagoya City Hotel" appended. In the tourism and hospitality industry, achieving a goal requires a system that unites several personnel. Front office has an n organizational structure based on their respective scope of work as a reception area where guests are received, checked-in, and checked-out. It includes various functions like reservations, guest services, concierge, and bell services.

Front Office Department

Figure 2. 14 Organizational Structure of Aston Nagoya City Hotel.

1. **Manager Front Office**

   Managers oversee receptionists, concierges, and bellhops. Front Office ensures workers are well-trained, motivated, and able to provide outstanding customer service.

2. **Manager on Duty**

   Manager on Duty helps staff employees get the resources and information they need to do their jobs. They schedule, allocate, and evaluate employees.

3. **Front Desk Agent**

   Front Desk Receptionist handles guest arrivals and departures, checking them in and out of the hotel. They verify guest information, process payments, and issue room keys.

2.5 Document Used for Activity

There are several documents used for activities during the Apprenticeship, as follows:

1. Archipelago International Golden Rules for Front Desk

   Archipelago International's departmental SOPs are on this page. Before becoming a front desk employee, learning the guidelines will make it easier to satisfy guests.

2. Receipts of guest used

   Guest receipts show payment for services and items used during their stay. These may include minibar, spa, cab, accommodation, and other fees.

3. Identification card of guest.

   Guest ID. Guests require a passport, visa, ID card, student card, vaccination card, or other applicable identification for check-in. It also reduces human trafficking and bribes.

4. Google Nest Rules

   Google Nest offers smart home gadgets and services. Google Home or Google Assistant may be used to control these gadgets, which are designed to work together. Google Nest Hub technology improves guest room control.

5. Rooming list.

   The rooming list guest refers to a comprehensive list of guests within a group, which includes their personal information. Furthermore, it also expedites the check-in procedure, thereby minimising time consumption.

6. Rezgain.

   RezGain, a cloud-based hotel distribution and revenue management solution from eRevMax, is a distribution and revenue management system. Hotel operations, internet distribution channels, and revenue optimisation are streamlined by the system. RezGain offers rate shopping, channel management, inventory management, revenue management, and reporting solutions. Channel management also keeps a complete record of booking history, including payment methods, special requests, and room breakfast or

room-only options. The VHP system generates guest reservation notes using this document.

7. VHP Registration Card

Guests get the VHP Registration Card to register. It includes the room number, phone number, and email address. This card feeds VHP data.

8. Guest check-out record

Hotel records contain name, contact information, stay dates, room number, and extra charges for administrative and security reasons. Hotel management systems and formats may differ.

CHAPTER III

SCOPE OF APPRENTICESHIP

3.1. Job Description

The apprenticeship program had been done at Aston Nagoya City Hotel started from 21th February to 21th June 2023. Working hours are from 08.00 to 17.00 with lunch break from 12.00 to 13.30 except on Sundays and there are eight extra off in a month.

There were kinds of main jobs during the apprenticeship which are follows:

a. Providing Information to guest is an essential part of hospitality and customer service. It involves effectively communicating relevant details, answering questions, and assisting guests to ensure they have a pleasant and informed experience.

b. Inputting data and archiving receipts in a hotel are important administrative tasks that help maintain organized records and facilitate smooth operations. Moreover, By efficiently handling data input and receipt archiving, hotels can ensure smoother operations, accurate billing, and improved guest experiences.

c. Setting up VIP treatment refers to the process of providing special and personalized services to high-value guests or individuals with VIP status. This treatment is designed to make the guests feel valued, appreciated, and well-cared for, enhancing their overall experience and encouraging loyalty to the establishment. VIP treatment is commonly offered in various industries, including hospitality, travel, entertainment, and retail.

d. Providing documents in a hotel is an important aspect of guest services and administration. It involves furnishing guests with various types of documents and information they may require during their stay. These documents serve to enhance the guest experience, ensure smooth operations, and keep guests informed about the hotel's services and policies.

e. Handling guests in a hotel or any hospitality setting is a crucial skill that requires excellent customer service, communication, and problem-solving abilities. Moreover, andle guests can significantly impact their overall experience and influence their decision to return or recommend the hotel to others. By providing exceptional customer service and personalized attention, you can create a memorable and positive guest experience

3.2 System and Procedure

There were several working procedures during the apprenticeship program at each department. The procedures are as follow:

a. Providing Information To Guest

1. Phone Call

Hotel phone callers answer and make calls. Archipelago International has external and internal phone standards. External calls include personal hotel reservations, business calls from organisations or institutions, and bookings for transportation, leisure, boats, aircraft, and spas. Departments make internal calls. Archipelago International calls.

Table 3. 1 Phone-call Golden Rules.

External Phone-call	Internal Phone-call
Good morning/afternoon/evening, Aston Nagoya City Hotel, This is (your name).	Good morning/afternoon/evening, Name of Department.
"Good Morning, Aston Nagoya City Hotel, This is Mutia Speaking"	"Good Morning, Front Office Department."

Figure 3. 1 Handling Phone Call Reservation.
Source: Apprentice Documentation.

2. Showing Room

Showing the guest the room increases transparency. It lets customers determine the room's condition, size, and amenities, eliminating surprises. How to present a room.

Figure 3. 2 Showing Room.
Source: Apprentice Documentation.

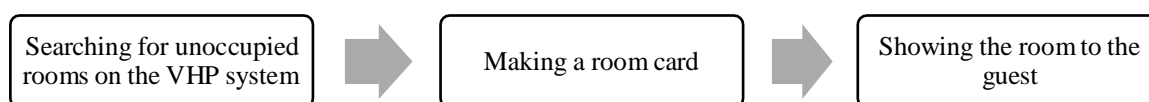| Searching for unoccupied rooms on the VHP system | → | Making a room card | → | Showing the room to the guest |

Figure 3. 3 Showing Room Golden Rules.

3. Helping Guests Fill Out Registration cards and explaining how to use Google Nest.

Registration cards collect visitor data and comply with legislation. Accurate information helps guests check in smoothly. Hotel phones abound. Aston Nagoya City Hotel employs Google Nest for guest-front desk communication. Many visitors are ignorant of its operation. The front desk gives Google Nest usage instructions after check-in.

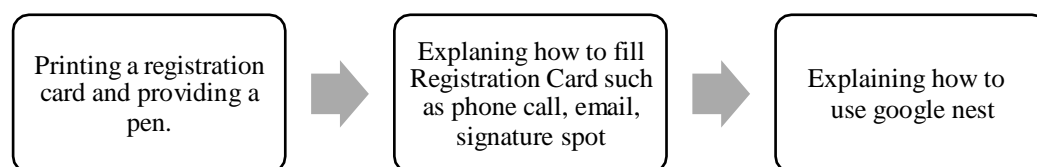| Printing a registration card and providing a pen. | → | Explaning how to fill Registration Card such as phone call, email, signature spot | → | Explaining how to use google nest |

Figure 3. 4 Golden Rules of Helping Guests Fill Out Registration Cards and Explaining How To Use Google Nest Procedure.

4. Responding WhatsApp Hotline

WhatsApp hotlines provide customer assistance and help. It lets guests contact the front desk through WhatsApp for room booking, availability, and meeting space reservations. Guest message responses are formalised below.

Table 3. 2 Golden Rules of Responding WhatsApp Hotline.

| Asking specific concerns.	Warmest greeting greeting from Aston Nagoya City Hotel. If you have any specific concerns or additional queries regarding your reservation, please let us know, and we will be more than happy to provide further assistance. Sincerely Front Desk Agent Mutia Wulan Dari (Ms)
Asking for estimation arrival time.	To ensure a smooth check-in process, we kindly request that you inform us of your estimated time of arrival and your flight number. This will allow us to make the necessary arrangements to welcome you. Sincerely Front Desk Agent Mutia Wulan Dari (Ms)
Responding for late replay.	Thank you for reaching out to our WhatsApp hotline. We apologize for the inconvenience you are experiencing with the Wi-Fi in your room. We are here to assist you with resolving this issue. Front Desk Agent Mutia Wulan Dari (Ms)
Reminder for check-out time	Our check-out time is 12:00 P.M. We kindly ask that you ensure you have packed your belongings and vacate the room by this time. Front Desk Agent Mutia Wulan Dari (Ms)
Offering spa service.	If you would like to book a spa appointment during your stay, please let us know your preferred date and time, and we will be happy to arrange it for you. Additionally, if you have any specific requests or preferences, kindly inform us, and we will do our best to accommodate them. Front Desk Agent Mutia Wulan Dari (Ms)
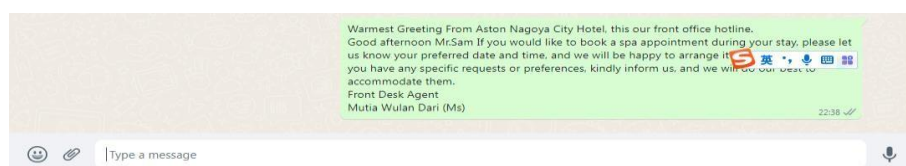
Figure 3. 5 Sending Massage Spa Confirmation To The Guest.
Source: Apprentice Documentation.

5. Welcoming Guest

A nice welcome makes guests feel cherished and appreciated. It starts a good the experience for guest. Archipelago International also follows Nameste Greeting while greeting customers.

Figure 3. 6 Namaste Greeting.
Source: Apprentice Documentation.

b. Inputting Data and Archiving Receipt.

1. Making and erasing key room cards.

Every room at the Aston Nagoya City Hotel has a door handle and card reader. Slock software connects the door handle and card room. After 12:00 pm, the card access system will erase the room number, prohibiting guests who have checked out from using the room without an extension from the front desk staff. Create or remove cards by room number.
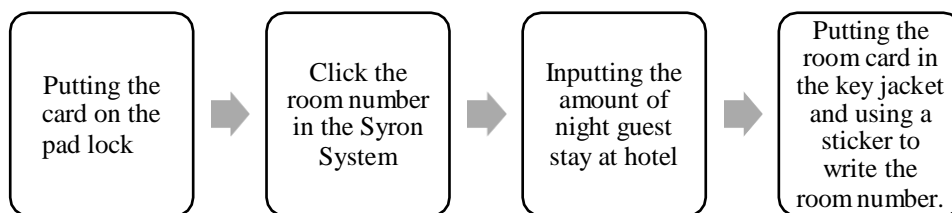

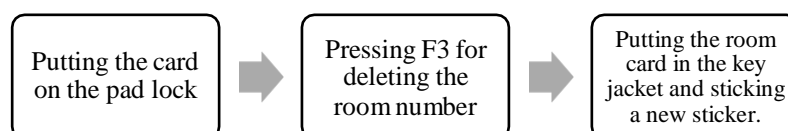**Figure 3. 7 Golden Rule of Making Room Card.**

Figure 3. 8 Golden Rule of Erasing Room Card.

Figure 3. 9 Erasing and Making Room Card on Slock System.
Source: Apprentice Documentation.

1. **Filling Guest's Data in APOA (Aplikasi Pelaporan Orang Asing) Application for Foreigner Report.**

   Immigration offices use the Integrated Passport and Visa Application (APOA). It helps foreigners report. The Batam Immigration Office now provides a Google Form for foreign national reports. This method collects the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests.
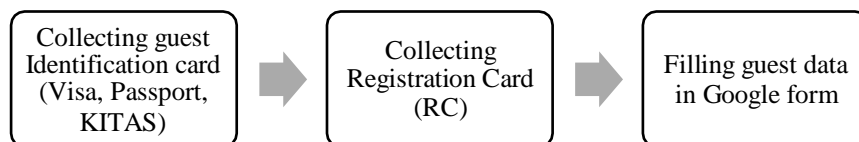

Figure 3. 10 Golden Rule of Filling Guest's Data in APOA.

Figure 3. 11 Form of APOA
Source: Apprentice Documentation.

2. VHP System - Filling Guest Identification

To verify VHP-System documents and identify guests, crucial information must be collected and recorded. It needs guest full names, birthdates, countries, identification document kinds and numbers, contact information, and emergency contacts. Guest identification is essential to comply with legislation, retain accurate records, increase security, and improve communication throughout the stay. Filling Guest Identification in VHP-system is as follows.
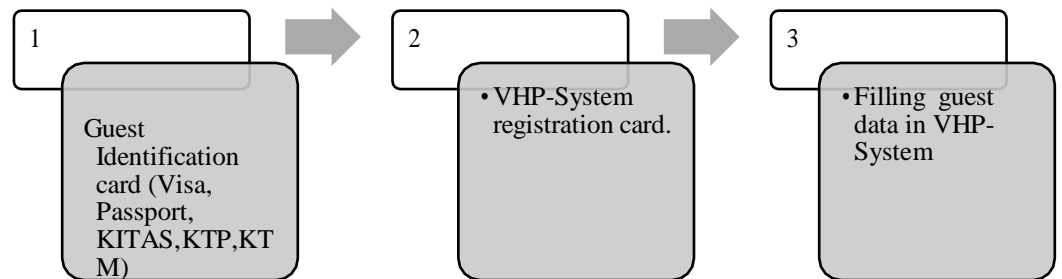

Figure 3. 12 Filling Guest Data in VHP-System.

Figure 3. 13 Guest Data Form of VHP-System.
Source: Apprentice Documentation.

3. Archiving Guest-Use Form in a File Holder.

Archiving guest-used forms in a file holder is a common practice in the hospitality industry. It involves organizing and storing completed guest forms in a systematic manner for record-keeping and reference purposes.The following is the procedure for filing the Guest Usage Form in the Archive.
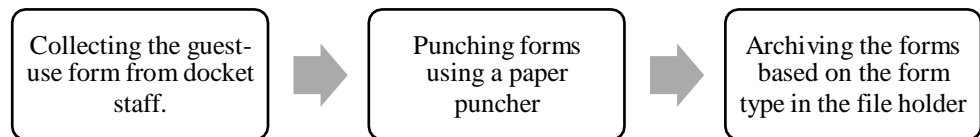
Collecting the guest-use form from docket staff.	→	Punching forms using a paper puncher	→	Archiving the forms based on the form type in the file holder

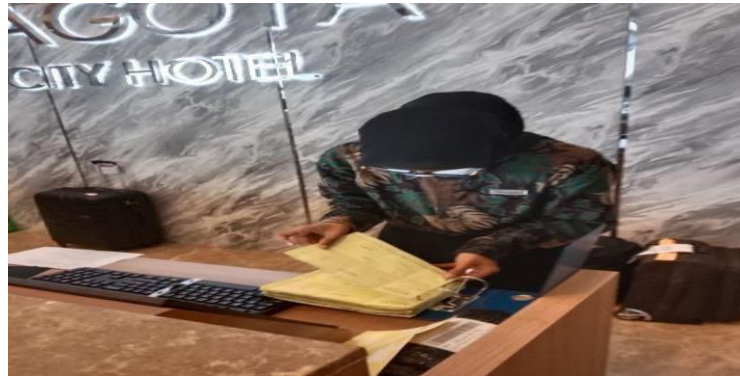**Figure 3. 14 Golden Rule of Archiving Guest-Use Form in a File Holder.**

Figure 3. 15 Archiving Guest-Use Form in a File Holder.
Source: Apprentice Documentation.

4. Making a Reservation Remark

To communicate particular requests, preferences, or crucial information, guests may leave reservation remarks. These notes tell the front desk how to personalise the guest's stay. Aston Nagoya City makes reservations utilising VHP-System. Reservations are made as follows.

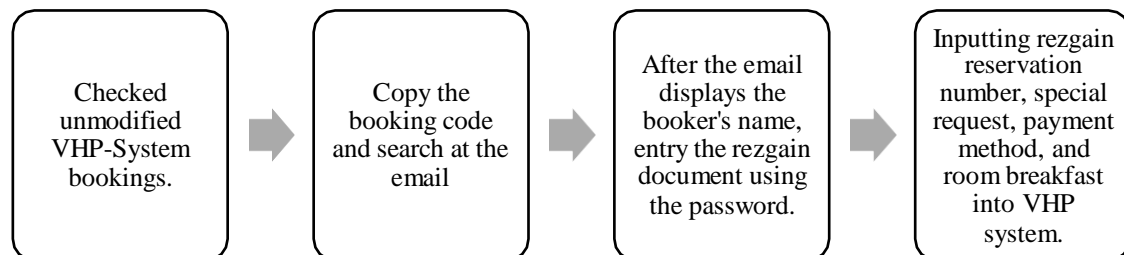| Checked unmodified VHP-System bookings.	→	Copy the booking code and search at the email	→	After the email displays the booker's name, entry the rezgain document using the password.	→	Inputting rezgain reservation number, special request, payment method, and room breakfast into VHP system.

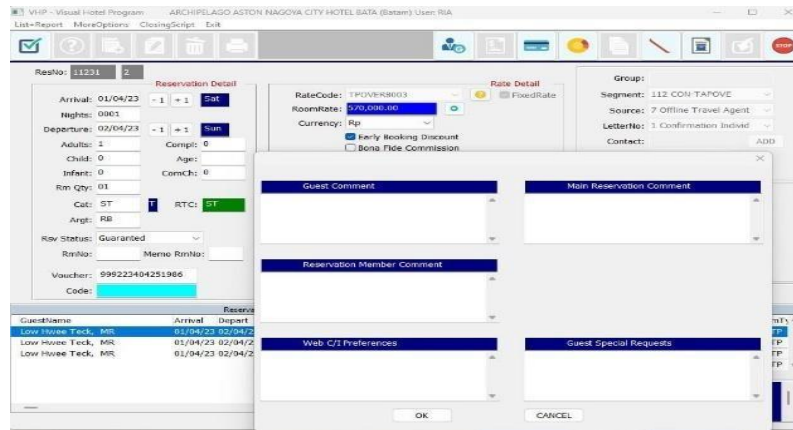**Figure 3. 16 Golden Rule of Making Reservation Remark.**

Figure 3. 17 Reservation Remark Form.
Source: Apprentice documentation

5. Making Online Travel Agent (OTA) Monthly Record.

Online travel agency records are extensive booking records. Collect the customer's complete name, hotel rate, check-in and check-out dates, online travel agency, and commission. This data tracks hotel commissions paid to OTAs. Making OTA Monthly Record is as follows.

| Opening guest checking-out history in VHP-System. | ➡ | Inputting the datas to google sheet of Online Travel Agent (OTA) monthly record. |

Figure 3. 18 Golden Rule of Making Online Travel Agent (OTA) Monthly Record.
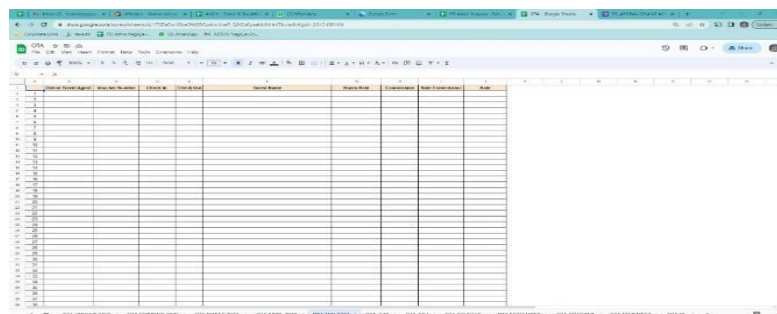
Figure 3. 19 Online Travel Agent (OTA) Monthly Record Form.
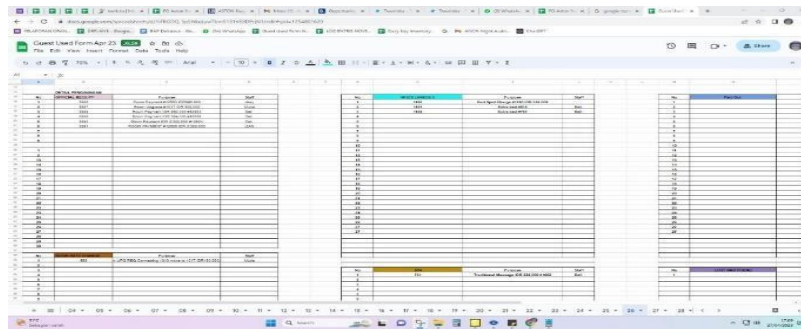**Source: Apprentice Documentation.**

6. Making Receipt for Guest Use

Guest Information	➡	Date and Time	➡	Description of Services	➡	Amount Paid	➡	Signature

Figure 3. 20 Golden Rule of Making Receipt For Guest Use.

Figure 3. 21 Form of Guest Use.
Source: Apprentice documentation

7. Inputting Guest-Use Data in Google sheet

Inputting guest-use data into a Google Sheet can help Finance Department organize and track guest-use efficiently. The subsequent section outlines the procedure for Inputting guest-use data in Google sheet.

Collecting the guest-use form from docket staff.	➡	Inputting guest-use data in Google sheet according to form type.

Figure 3. 22 Golden Rule of Making Receipt For Guest Use.

Figure 3. 23 Form of Guest Use.
Source: Apprentice Documentation.

2. VIP Treatment for Potential Guest.

The small acts show the hotel brand, build connections, and thank guests.welcome fruit boxes may enhance hotel facilities use, guest evaluations, and relationship. The apprenticeship included three VIP treatments. Each VIP treatment is described below.
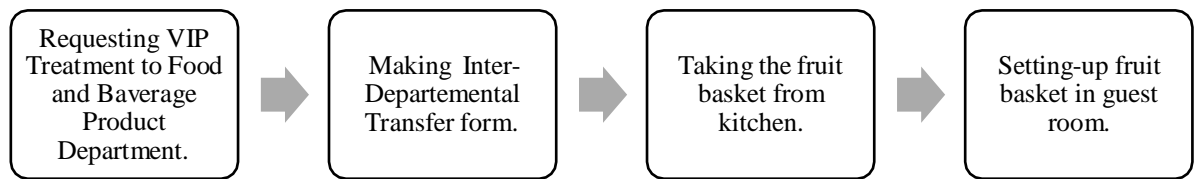
1. Fruit Basket

| Requesting VIP Treatment to Food and Baverage Product Department. | → | Making Inter-Departemental Transfer form. | → | Taking the fruit basket from kitchen. | → | Setting-up fruit basket in guest room. |

Figure 3. 24 Golden Rule of Setting-up Fruit Basket.

Figure 3. 25 Setting Up Fruit Basket For VIP Treatment.
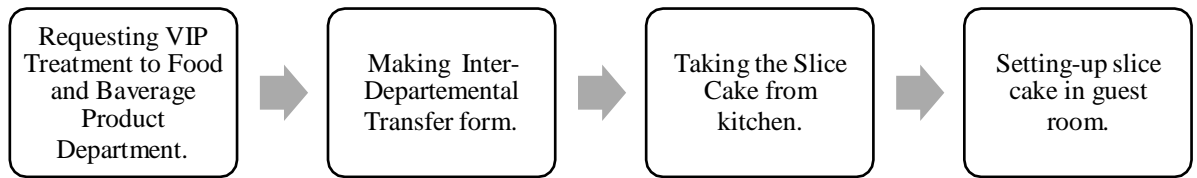**Source: Apprentice Documentation.**

2. Slice Cake

Requesting VIP Treatment to Food and Baverage Product Department.	→	Making Inter-Departemental Transfer form.	→	Taking the Slice Cake from kitchen.	→	Setting-up slice cake in guest room.

Figure 3. 26 Golden Rule of Setting-Up Slice Cake.

Figure 3. 27 Setting-Up Slice Cake.
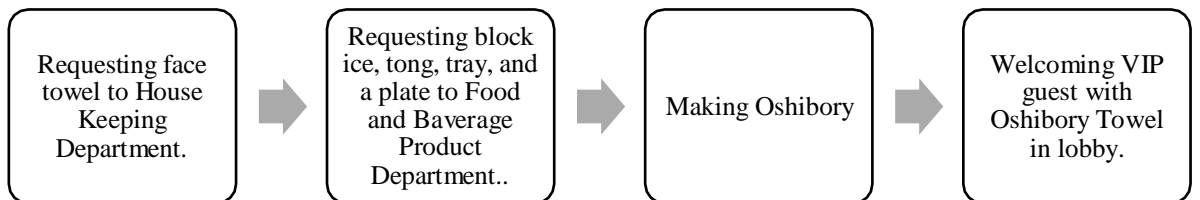**Source: Apprentice Documentation.**

3. Oshibory Towel

Requesting face towel to House Keeping Department.	→	Requesting block ice, tong, tray, and a plate to Food and Baverage Product Department..	→	Making Oshibory	→	Welcoming VIP guest with Oshibory Towel in lobby.

Figure 3. 28 Golden Rule of Preparing Oshibory Towel.

Figure 3. 29 Preparing Oshibory Towel.
Source: Apprentice Documentation

3. Providing Documents

1. Printing Guest Identification Card.

A hotel or company issues a guest identity card to visitors for identification and access. The guest's name, room number, and other details are usually included. Guest ID printing is as follows.
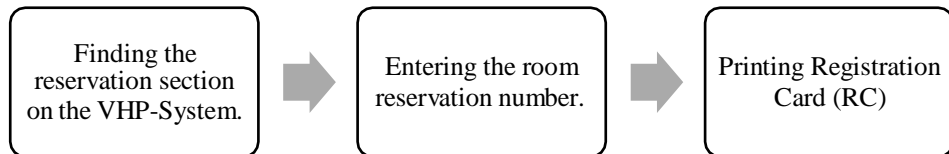
Finding the reservation section on the VHP-System.	→	Entering the room reservation number.	→	Printing Registration Card (RC)

Figure 3. 30 Golden Rule of Printing Guest Identification Card.

Figure 3. 31 Registration Card.
Source: Apprentice Documentation.

2. Making a Rooming List for Group Guests

A rooming list for group visitors includes each guest's name, identification number, room type, room number, and phone number. Making a group guest rooming list follows.

Entering the group reservation number on VHP-System.	→	Inputting the group data into the rooming list on Google Sheet.	→	Printing the rooming list.
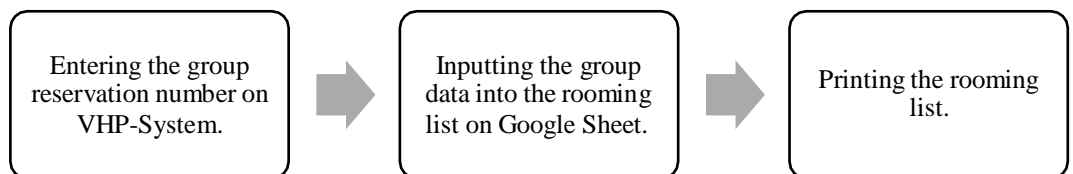
Figure 3. 32 Golden Rule of Making A Rooming List For Group Guests.

Figure 3. 33 Rooming List For Group Guests.
Source: Apprentice Documentation.

3. Making Sign Board For Driver.

Making a signboard for a driver involves creating a visible and easily recognizable sign that helps the driver identify their passengers. The following is the procedure of making sign board for driver.
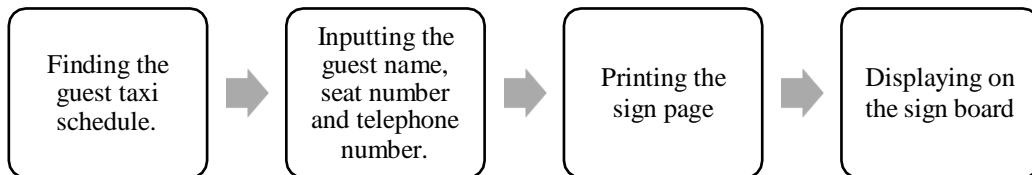
Figure 3. 34 Golden Rule Printing A Sign Board.

Figure 3. 35 Paging Board.
Source: Apprentice documentation

4. Handling-Guest

1. Check-In Guest

Checking in a visitor involves greeting them, verifying their reservation, and giving them their room keys and necessary information. Guest check-in protocol follows.
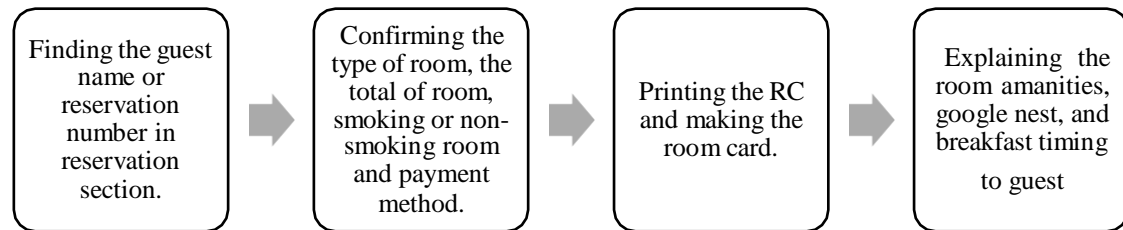
Figure 3. 36 Golden Rule of Checking-In Guest.

2. Check-Out Guest

The check-out procedure consists of resolving and removing the guest's bill and gathering feedback. The following is the procedure of check-out guest.
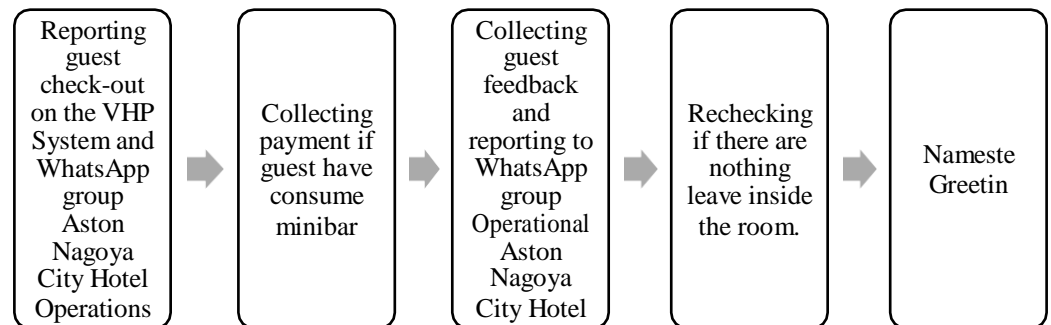
Figure 3. 37 Golden Rule of Checking-In Guest.

3. Checking Expected Departure Guest

Expected Departure Guests leave on a certain date. This data helps hotel staff schedule, clean, and book rooms. Predicted departures help the hotel plan and allocate resources for new visitors. The hotel may clean for the next guest. Guests' expected departures follow.

Figure 3. 38 Golden Rule of Checking Expected Departure Guest.

3.3 Place of Apprenticeship

The Apprenticeship was started from 20th February until 20th June, 2023. It was been done at Aston Nagoya City Hotel in Front Office Department.

3.4 Kind and Description of the Activity

The daily activities in Front Office Department at Aston Nagoya City Hotel can be seen in the tables below:

**(21st February - 27th February, 2023)**

No.	Day/Date	Activity	Place
1.	21st February	1. **Information Presentation about Archipelago International.**	Jasmine Meeting Room.
2.	22nd February	1. **Information Presentation Archipelago International Golden Rules.**	Back Office.
3.	23rd February	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP- Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet.	Front office's counter.
4.	24th February	1. VHP system - Filling Guest Identification. 2. Welcoming Guest. 3. Helping guests fill out registration cards and explaining how to use Google Nest. 4. Inputting guest-used data in Google sheet. 5. Printing guest identification cards. 6. Making reservation remark	Front office's counter.
5.	25th February	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest.	Front Office's Counter and guest room.

No.	Day/Date		Activity	Place
		6.	Inputting guest-used data in Google sheet.	
		7.	Archiving guest-used to form in a file holder.	
		8.	Printing guest identification cards.	
		9.	Making reservation remark	
		10.	Set up VIP treatment (fruit basket).	
6.	26th February		**DAY-OFF**	**DAY-OFF**
7.	27th February	1.	Erasing key room card and making key room card.	Front Office's Counter.
		2.	Filling guest data in APOA.	
		3.	VHP system - Filling Guest Identification.	
		4.	Welcoming Guest.	
		5.	Helping guests fill out registration cards and explaining how to use Google Nest.	
		6.	Inputting guest-used data in Google sheet.	
		7.	Archiving guest-used to form in a file holder.	
		8.	Printing guest identification cards.	
		9.	Making reservation remark	

Table 3. 3 Agenda of the Second Week Activities.

(28th March - 6th March, 2023)

No.	Day/Date		Activity	Place
1.	28th February	1.	Erasing key room card and making key room card.	Front office's counter.
		2.	Filling guest data in APOA.	
		3.	VHP system - Filling Guest Identification.	
		4.	Welcoming Guest.	
		5.	Helping guests fill out registration cards and explaining how to use Google Nest.	
		6.	Inputting guest-used data in Google sheet.	
2.	1st March	1.	Erasing key room card and making key room card.	Front office's counter.
		2.	Filling guest data in APOA.	
		3.	VHP system - Filling Guest Identification.	
		4.	Welcoming Guest.	
3.	2nd March	1.	Erasing key room card and making key room card.	Front office's counter.
		2.	Filling guest data in APOA.	
		3.	VHP system - Filling guest identification.	
		4.	Welcoming Guest.	
		5.	Helping guests fill out registration cards and explaining how to use Google Nest.	
4.	3rd March	1.	Helping guests fill out registration cards and explaining how to use Google Nest.	Front Office's Counter.

No.	Day/Date	Activity	Place
		2. Inputting guest-used data in Google sheet. 3. Archiving guest-used to form in a file holder. 4. Printing guest identification cards.	
5.	4th March	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet.	Front office's counter.
6.	5th March	**DAY-OFF**	**DAY-OFF**
7.	6th March	1. Helping guests fill out registration cards and explaining how to use Google Nest. 2. Inputting guest-used data in Google sheet. 3. Archiving guest-used to form in a file holder. 4. Printing guest identification cards. 5. Making reservation remark 6. Showing Room. 7. Making receipts for guest use. 8. Making Online Travel Agent (OTA) monthly record. 9. Making Online Travel Agent (OTA) monthly record.	Front office's counter.

Table 3. 4 Agenda of the Second Week Activities.

(7th March - 13th March, 2023)

No.	Day/Date	Activity	Place
1.	7th March	1. Erasing key room card and making key 2. Printing guest identification cards. 3. Making reservation remark 4. Set up VIP treatment (fruit basket). 5. Set Up VIP Treatment (Oshibori towel). 6. Making Online Travel Agent (OTA) monthly record.	Front office's counter, lobby and guest room.
2.	8th March	1. Welcoming Guest. 2. Helping guests fill out registration cards and explaining how to use Google Nest. 3. Loading guest-used data in Google sheet. 4. Archiving guest-used to form in a file holder. 5. Printing guest identification cards. 6. Making reservation remark 7. Phone-call (Internal Phone-Call) 8. Making Online Travel Agent (OTA) monthly record.	Front office's counter.

3.	9th March	1. VIP treatment (slice cake). 2. Erasing key room card and making key room card. 3. Filling guest data in APOA. 4. VHP system - Filling Guest Identification. 5. Welcoming Guest.	Front Office's Counter.
4.	10th March	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification.	Front Office's Counter and guest room.
5.	11th March	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. Printing guest identification cards. 4. Making reservation remark 5. Phone-call. 6. Making Online Travel Agent (OTA) monthly record.	Front office's counter and guest room.
6.	12th March	**DAY-OFF**	DAY-OFF
7.	13th March	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest.	Front office's counter.

Table 3. 5 Agenda of the Third Week Activities.

(14th March - 19th March, 2023)

No.	Day/Date	Activity	Place
1.	14th March	1. Archiving guest-used to form in a file holder. 2. Printing guest identification cards. 3. Making reservation remark 4. Phone-call. 5. Set up VIP treatment (fruit basket). 6. Phone-call 7. Making Online Travel Agent (OTA) monthly record.	Front office's counter and guest room.
2.	15th March	1. Helping guests fill out registration cards and explaining how to use Google Nest. 2. Inputting guest-used data in Google sheet. 3. Archiving guest-used to form in a file holder. 4. Printing guest identification cards. 5. Making reservation remark 6. Phone-call.	Front office's counter and Lobby.
3.	16th March	1. Archiving guest-used to form in a file holder. 2. Printing guest identification cards. 3. Making reservation remark	Front office's counter and guest room.

No.	Day/Date	Activity	Place
		4. Phone-call. 5. Set up VIP treatment (Oshibory towel). 6. Phone-call 7. VIP treatment (slice cake). 8. Making Online Travel Agent (OTA) monthly record.	
4.	17th March	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Making Online Travel Agent (OTA) monthly record.	Front office's counter and lobby.
5.	18th March	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder.	Front office's counter.
6.	19th March	**DAY-OFF**	**DAY-OFF**
7.	20th March	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guest filling registration card and giving explanation about how to use Google Nest. 6. Filling guest used data in Google sheet. 7. Archiving guest used form in file holder. 8. Printing guest identification card. 9. Making reservation remark	Front office's counter.

Agenda of the FourthWeek Activities.

(21st March - 27th March, 2023)

No.	Day/Date	Activity	Place
1.	21st March	1. Erasing key room card and making key room card. 2. VHP system - Filling Guest Identification. 3. Welcoming Guest. 4. Filling guest data in APOA. 5. Helping guest filling registration card and giving explanation about how to use Google Nest.	Front office's counter and guest room.

		6. Travel Agent (OTA) monthly record.	
2.	22ⁿᵈ March	DAY-OFF	DAY-OFF
3.	**23ʳᵈ March**	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guest filling registration card and giving explanation about how to use Google Nest. 6. Travel Agent (OTA) monthly record.	Front office's counter.
4.	**24ᵗʰ March**	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guest filling registration card and giving explanation about how to use Google Nest. 6. Filling guest used data in Google sheet. 7. Archiving guest used form in file holder. 8. (OTA) monthly record.	Front office's counter.
5.	**25ᵗʰ March**	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest.	Front office's counter and guest room.
6.	**26ᵗʰ March**	DAY-OFF	DAY-OFF
7.	**27ᵗʰ March**	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest.	**Front office's counter.**

Table 3. 6 Agenda of the Fifth Week Activities.

(28ᵗʰ March - 3ʳᵈ April, 2023)

No.	Day/Date	Activity	Place
1.	**28ᵗʰ March**	1. Filling guest used data in Google sheet. 2. Archiving guest used form in file holder. 3. Printing guest identification card. 4. Making reservation remark 5. Phone-call. 6. Showing room. 7. Making Online Travel Agent (OTA) monthly record.	**Front office's counter.**
2.	**29ᵗʰ March**	1. Erasing key room card and making key room card. 2. VHP system - Filling Guest Identification.	**Front office's counter.**

No.	Day/Date	Activity	Place
		3. Welcoming Guest. 4. Helping guest filling registration card and giving explanation about how to use Google Nest. 5. Filling guest used data in Google sheet. 6. Archiving guest used form in file holder. 7. Printing guest identification card. 8. Making reservation remark 9. Phone-call 10. Showing room. 11. Making a rooming list for group guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record.	
3.	30th March	1. Erasing key room card and making key room card. 2. VHP system - Filling Guest Identification. 3. Welcoming Guest. 4. Helping guest filling registration card and giving explanation about how to use Google Nest. 5. Filling guest used data in Google sheet. 6. Archiving guest used form in file holder. 7. Printing guest identification card. 8. Making reservation remark 9. Phone-call. 10. Making Online Travel Agent (OTA) monthly report.	**Front office's counter.**
4.	31st March	**DAY-OFF**	**DAY-OFF**
5.	1st April	**DAY-OFF**	**DAY-OFF**
6.	2nd April	**DAY-OFF**	**DAY-OFF**
7.	3rd April	1. Filling guest used data in Google sheet. 2. Archiving guest used form in file holder. 3. Printing guest identification card. 4. Making reservation remark 5. Phone-call 6. Showing room. 7. Making Online Travel Agent (OTA) monthly report.	**Front office's counter.**

Table 3. 7 Agenda of the Sixth Week Activities.

(4th April-10th April, 2023)

No.	Day/Date	Activity	Place
1.	4th April	1. Making sign board for driver. 2. Expected Departure Guest. 3. Check-in guest. 4. Check-out guest. 5. Making Online Travel Agent (OTA) monthly report.	
2.	5th April	1. Filling guest used data in Google sheet. 2. Archiving guest used form in file holder. 3. Printing guest identification card. 4. Making reservation remark	

No.	Day/Date	Activity	Place
		5. Phone-call. 6. Showing room. 7. Making Online Travel Agent (OTA) monthly report.	
3.	6th April	**DAY-OFF**	**DAY-OFF**
4.	7th April	**DAY-OFF.**	**DAY-OFF.**
5.	8th April	1. Helping guest filling registration card and giving explanation about how to use Google Nest. 2. Filling guest used data in Google sheet. 3. Archiving guest used form in file holder. 4. Printing guest identification card. 5. Making reservation remark 6. Phone-call. 7. Making Online Travel Agent (OTA) monthly report.	**Front office's counter.**
6.	9th April	1. Erasing key room card and making key room card. 2. VHP system - Filling Guest Identification. 3. Welcoming Guest. 4. Helping guest filling registration card and giving explanation about how to use Google Nest.	**Front office's counter.**
7.	10th April	1. rasing key room card and making key room card. 2. VHP system - Filling Guest Identification. 3. Welcoming Guest. 4. Helping guest filling registration card and giving explanation about how to use Google Nest.	**Front office's counter.**

Table 3. 8 Agenda of the Seventh Week Activities.

(11th April - 17th April, 2023)

No.	Day/Date	Activity	Place
1.	11th April	1. Filling guest used data in Google sheet. 2. Archiving guest used form in file holder. 3. Printing guest identification card. 4. Making reservation remark 5. Phone-call. 6. Guest Checking-out.. 7. Expected Departure Guest. 8. Making receipt for guest used. 9. Making Online Travel Agent (OTA) monthly report.	
2.	12th April	1. Filling guest used data in Google sheet. 2. Archiving guest used form in file holder. 3. Printing guest identification card. 4. Making reservation remark 5. Phone-call. 6. Guest Checking-out. 7. Responding to WhatsApp hotline chat.	

No.	Day/Date	Activity	Place
		8. Travel Agent (OTA) monthly report.	
3.	13th April	1. Welcoming Guest. 2. Helping guest filling registration card and giving explanation about how to use Google Nest. 3. Filling guest used data in Google sheet. 4. Archiving guest used form in file holder. 5. Printing guest identification card. 6. Making reservation remark 7. Phone-call. 8. Guest Checking-out. 9. Responding to WhatsApp hotline chat..	
4.	14th April	1. Filling guest used data in Google sheet. 2. Archiving guest used form in file holder. 3. Printing guest identification card. 4. Making reservation remark 5. Phone-call. 6. Responding to WhatsApp hotline chat.. 7. Filling guests data in APOA. 8. Making sign board for driver. 9. Making a rooming list for group guest. 10. Making Online Travel Agent (OTA) monthly report.	
5.	15th April	1. Erasing key room card and making key room card. 2. VHP system - Filling Guest Identification. 3. Welcoming Guest. 4. Helping guest filling registration card and giving explanation about how to use Google Nest. 5. Filling guest used data in Google sheet.	**Front office's counter.**
6.	16th April	**DAY-OFF**	**DAY-OFF**
b	17th April	1. Erasing key room card and making key room card. 2. VHP system - Filling Guest Identification. 3. Welcoming Guest. 4. Helping guest filling registration card and giving explanation about how to use Google Nest. 5. Filling guest used data in Google sheet. 6. Phone-call.	**Front office's counter.**

Table 3. 9 Agenda of the Eight Week Activities.

(18th April - 24th April, 2023)

No.	Day/Date	Activity	Place
1.	18th April	1. 1	**Front office's counter.**
2.	19th April	1. VHP system - Filling guest identification. 2. Welcoming Guest. 3. Helping guest filling registration card and giving explanation about how to use Google Nest.	**Front office's counter.**

		4. Filling guest used data in Google sheet.	
		5. Archiving guest used form in file holder.	
		6. Printing guest identification card.	
		7. Making reservation remark	
3.	20th April	1. Erasing key room card and making key room card.	Front office's counter.
		2. Filling guest data in APOA.	
		3. VHP system - Filling Guest Identification.	
		4. Welcoming Guest.	
		5. Helping guests fill out registration cards and explaining how to use Google Nest.	
		6. Inputting guest-used data in Google sheet.	
		7. Archiving guest-used to form in a file holder.	
4.	21st April	1. Erasing key room card and making key room card.	Front office's counter.
		2. Filling guest data in APOA.	
		3. VHP system - Filling Guest Identification.	
		4. Welcoming Guest.	
		5. Helping guests fill out registration cards and explaining how to use Google Nest.	
		6. Inputting guest-used data in Google sheet.	
		7. Archiving guest-used to form in a file holder.	
5.	22nd April	1. Erasing key room card and making key room card.	Front office's counter.
		2. Filling guest data in APOA.	
		3. VHP system - Filling Guest Identification.	
		4. Welcoming Guest.	
		5. Helping guests fill out registration cards and explaining how to use Google Nest.	
6.	23rd April	1. Erasing key room card and making key room card.	Front office's counter.
		2. Filling guest data in APOA.	
		3. VHP system - Filling Guest Identification.	
		4. Welcoming Guest.	
		5. Helping guests fill out registration cards and explaining how to use Google Nest.	
		6. Inputting guest-used data in Google sheet.	
7.	24th April	1. Erasing key room card and making key room card.	Front office's counter.
		2. Filling guest data in APOA.	
		3. VHP system - Filling Guest Identification.	
		4. Welcoming Guest.	
		1. Erasing key room card and making key room card.	Front office's counter.

		2. Filling guest data in APOA.
		3. VHP system - Filling Guest Identification.
		4. Welcoming Guest.
		5. Helping guests fill out registration cards and explaining how to use Google Nest.
		6. Inputting guest-used data in Google sheet.
		7. Archiving guest-used to form in a file holder.
		8. Printing guest identification cards.
		9. Making reservation remark
		10. Phone Call.
		11. Check-in guest.
		12. Check-out guest.
		13. Making Online Travel Agent (OTA) monthly record.
		14. Making receipt for guest use.
		15. Responding to WhatsApp hotline chat.
		16. Making sign board for driver.
		17. Making a rooming list for group guests.

Table 3. 10 Agenda of the Eighth Week Activities.

(25th April - 1st May, 2023)

No.	Day/Date	Activity	Place
1.	25th April		Front office's counter and guest room.
2.	26th April	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat.	Front office's counter.
3.	27th April	1. Erasing key room card and making key room card. 2. Filling guest data in APOA.	Front office's counter.

		3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat. 16. Making sign board for driver. 17. Making a rooming list for group guests.	
4.	28st April	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat. 16. Setting-up VIP Treatment (Slice cake). 17. Showing Room.	Front office's counter and guest room.
5.	29nd April	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder.	Front office's counter and guest room.

No.	Day/Date	Activity	Place
		8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat. 16. Setting-up VIP Treatment (Slice cake). 17. Showing Room.	
6.	30th April	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. Inputting guest-used data in Google sheet..	Front office's counter.
7.	1st May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat.	Front office's counter.

Table 3. 11 Agenda of the Nineth Week Activities

(25th April -1st May, 2023)

No.	Day/Date	Activity	Place
1.	25th April	**1. Erasing key room card and making key room card.** **2. Filling guest data in APOA.** **3. VHP system - Filling Guest Identification.** **4. Welcoming Guest.** **5.** Helping guests fill out registration cards and explaining how to use Google Nest.	Front office's counter.

		6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Making Online Travel Agent (OTA) monthly record. 11. Making receipt for guest use.	
2.	26th April	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Setting-up VIP Treatment (Slice cake).	Front office's counter and guest room.
3.	27th April	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat. 16. Setting-up VIP Treatment (Slice cake). 17. Showing Room.	Front office's counter and guest room.
4.	28st April	1. Erasing key room card and making key room card. 2. Filling guest data in APOA.	Front office's counter and guest room.

		3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat. 16. Setting-up VIP Treatment (Slice cake). 17. Showing Room.	
5.	29nd April	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat. 16. Setting-up VIP Treatment (Slice cake). 17. Showing Room.	Front office's counter and guest room.
6.	30th April	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark	Front office's counter and guest room.

No.	Day/Date	Activity	Place
		10. Phone Call.	
		13. Making Online Travel Agent (OTA) monthly record.	
		14. Making receipt for guest use.	
		15.Responding to WhatsApp hotline chat.	
		16. Expected Departure Guest.	
7.	1st May	1. Erasing key room card and making key room card.	Front office's counter and guest room.
		2. Filling guest data in APOA.	
		3. VHP system - Filling Guest Identification.	
		4. Welcoming Guest.	
		5. Helping guests fill out registration cards and explaining how to use Google Nest.	
		6. Inputting guest-used data in Google sheet.	
		7. Archiving guest-used to form in a file holder.	
		8. Printing guest identification cards.	
		9. Making reservation remark	
		10. Phone Call.	
		13. Making Online Travel Agent (OTA) monthly record.	
		14. Making receipt for guest use.	
		15. Responding to WhatsApp hotline chat.	
		16. Expected Departure Guest.	

Table 3. 12 Agenda of the Tenth Week Activities

(2nd May – 8th May, 2023)

No.	Day/Date	Activity	Place
1.	2nd May	1. Erasing key room card and making key room card.	Front office's counter.
		2. Filling guest data in APOA.	
		3. VHP system - Filling Guest Identification.	
		4. Welcoming Guest.	
		5. Helping guests fill out registration cards and explaining how to use Google Nest.	
		6. Inputting guest-used data in Google sheet.	
		7. Archiving guest-used to form in a file holder.	
		8. Printing guest identification cards.	
		9. Making reservation remark	
		10. Phone Call.	
		13. Making Online Travel Agent (OTA) monthly record.	
		14. Making receipt for guest use.	
		15. Responding to WhatsApp hotline chat.	
		16. Expected Departure Guest.	
2.	3rd May	1. Erasing key room card and making key room card.	Front office's counter.
		2. Filling guest data in APOA.	

		3. VHP system - Filling Guest Identification.	
		4. Welcoming Guest.	
		5. Helping guests fill out registration cards and explaining how to use Google Nest.	
		6. Inputting guest-used data in Google sheet.	
		7. Archiving guest-used to form in a file holder.	
		8. Printing guest identification cards.	
		9. Making reservation remark	
		10. Phone Call.	
		13. Making Online Travel Agent (OTA) monthly record.	
		14. Making receipt for guest use.	
		15. Responding to WhatsApp hotline chat.	
3.	4th May	1. Erasing key room card and making key room card.	Front office's counter.
		2. Filling guest data in APOA.	
		3. VHP system - Filling Guest Identification.	
		4. Welcoming Guest.	
		5. Helping guests fill out registration cards and explaining how to use Google Nest.	
		6. Inputting guest-used data in Google sheet.	
		7. Archiving guest-used to form in a file holder.	
		8. Printing guest identification cards.	
		9. Making reservation remark	
		10. Phone Call.	
		13. Making Online Travel Agent (OTA) monthly record.	
		14. Making receipt for guest use.	
4.	5th May	DAY-OFF	DAY-OFF
5.	6th May	1. Erasing key room card and making key room card.	Front office's counter.
		2. Filling guest data in APOA.	
		3. VHP system - Filling Guest Identification.	
		4. Welcoming Guest.	
		5. Helping guests fill out registration cards and explaining how to use Google Nest.	
		6. Inputting guest-used data in Google sheet.	
		7. Archiving guest-used to form in a file holder.	
		8. Printing guest identification cards.	
		9. Making reservation remark	
		10. Phone Call.	
		12. Making Online Travel Agent (OTA) monthly record.	
		13. Making receipt for guest use.	
		14. Responding to WhatsApp hotline chat**.**	
6.	7th May	**DAY-OFF**	**DAY-OFF**

No.	Day/Date	Activity	Place
7.	8th May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat. 16. Setting-up VIP Treatment (Fruit basket).	Front office's counter and guest room.

Table 3. 13 Agenda of the Eleventh Week Activities.

(9th May – 15th May, 2023)

No.	Day/Date	Activity	Place
1.	9th May	**1. Erasing key room card and making key room card.** 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call.	Front office's counter and guest room.
2.	10th May	**DAY-OFF**	**DAY-OFF**
3.	11th May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest.).	Front office's counter.
4.	12th May	1. Printing guest identification cards. 2. Making reservation remark 3. Phone Call. 4. Check-in guest.	Front office's counter.

No.	Day/Date	Activity	Place
		5. Check-out guest. 6. Making Online Travel Agent (OTA) monthly record. 7. Making receipt for guest use. 8. Responding to WhatsApp hotline chat.	
5.	13th May	1. Helping guests fill out registration cards and explaining how to use Google Nest. 2. Inputting guest-used data in Google sheet. 3. Archiving guest-used to form in a file holder. 4. Printing guest identification cards. 5. Making reservation remark 6. Check-in guest. 7. Making Online Travel Agent (OTA) monthly record. 8. Making receipt for guest use. 9. Responding to WhatsApp hotline chat.	Front office's counter.
6.	14th May	DAY-OFF	DAY-OFF
7.	15th May	1. Phone Call (External Phone call) 2. Check-in guest. 3. Check-out guest. 4. Making Online Travel Agent (OTA) monthly record. 5. Making receipt for guest use. 6. Responding to WhatsApp hotline chat. 7. Showing Room. 8. Making sign board for driver.	Front office's counter and guest room.

Table 3. 14 Agenda of the Twelfth Week Activities

(16th May – 22nd May, 2023)

No.	Day/Date	Activity	Place
1.	16th May	1. Printing guest identification cards. 2. Making reservation remark 3. Phone Call. 4. Check-in guest. 5. Check-out guest. 6. Making Online Travel Agent (OTA) monthly record. 7. Making receipt for guest use. 8. Responding to WhatsApp hotline chat. 9. Making sign board for driver.	Front office's counter.
2.	17th May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder.	Front office's counter.
3.	18th May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA.	Front office's counter.

No.	Day/Date	Activity	Place
		3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest.	
4.	19th May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark.	Front office's counter.
5.	20th May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat.	Front office's counter.
6.	21st May	DAY-OFF	DAY-OFF
7.	22nd May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder.	Front office's counter and guest room.

Table 3. 15 Agenda of the Thirteenth Week Activities.

(23rd May – 29th May, 2023)

No.	Day/Date	Activity	Place

No.	Day/Date	Activity	Place
1.	23rd May	1. Helping guests fill out registration cards and explaining how to use Google Nest. 2. Inputting guest-used data in Google sheet. 3. Archiving guest-used to form in a file holder. 4. Printing guest identification cards. 5. Making reservation remark 6. Phone Call. 7. Check-in guest.	Front office's counter.
2.	24th May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder.	Front office's counter.
3.	25th May	1. printing guest identification cards. 2. Making reservation remark 3. Phone Call. 4. Check-in guest. 5. Check-out guest. 6. Making Online Travel Agent (OTA) monthly record. 7. Making receipt for guest use. 8. Responding to WhatsApp hotline chat.	Front office's counter.
4.	26th May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification.	Front office's counter.
5.	27th May	DAY-OFF	DAY-OFF
6.	28th May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest.	Front office's counter.
7.	29th May	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification.	Front office's counter.

Table 3. 16 Agenda of the Fourteenth Week Activities.

(30th May – 6th June, 2023)

No.	Day/Date	Activity	Place
1.	30th May	1. Erasing key room card and making key room card.	Front office's counter.

		2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder..	
2.	1st June	1. Printing guest identification cards. 2. Making reservation remark 3. Phone Call. 4. Check-in guest. 5. Check-out guest. 6. Making Online Travel Agent (OTA) monthly record. 7. Making receipt for guest use. 8. Responding to WhatsApp hotline chat. 9. Making sign board for driver.	Front office's counter.
3.	2nd June	1. Printing guest identification cards. 2. Making reservation remark 3. Phone Call. 4. Check-in guest. 5. Check-out guest. 6. Making Online Travel Agent (OTA) monthly record. 7. Making receipt for guest use. 8. Responding to WhatsApp hotline chat.	Front office's counter.
4.	3rd June	1. Printing guest identification cards. 2. Making reservation remark 3. Phone Call. 4. Check-in guest. 5. Check-out guest. 6. Making Online Travel Agent (OTA) monthly record. 7. Making receipt for guest use. 8. Responding to WhatsApp hotline chat.	Front office's counter.
5.	4th June	. 1. Printing guest identification cards. 2. Making reservation remark 3. Phone Call. 4. Check-in guest. 5. Check-out guest. 6. Making Online Travel Agent (OTA) monthly record. 7. Making receipt for guest use. 8. Responding to WhatsApp hotline chat.	Front office's counter.
6.	5th June	1. Printing guest identification cards. 2. Making reservation remark 3. Phone Call. 4. Check-in guest. 5. Check-out guest. 6. Making Online Travel Agent (OTA) monthly record. 7. Making receipt for guest use.	Front office's counter.

No.	Day/Date	Activity	Place
		8. Responding to WhatsApp hotline chat.	
7.	6th June	1. Welcoming Guest. 2. Helping guests fill out registration cards and explaining how to use Google Nest. 3. Inputting guest-used data in Google sheet. 4. Archiving guest-used to form in a file holder. 5. Printing guest identification cards. 6. Making reservation remark 7. Phone Call. 8. Check-in guest. 9. Check-out guest. 10. Making Online Travel Agent (OTA) monthly record. 11. Making receipt for guest use. 12. Responding to WhatsApp hotline chat. 13. Making sign board for driver.	Front office's counter.

Table 3. 17 Agenda of the Fifteenth Week Activities.

(7th June, – 6th June, 2023)

No.	Day/Date	Activity	Place
1.	7th June,	DAY-OFF	DAY-OFF
2.	8th June	DAY-OFF	DAY-OFF
3.	9th June	DAY-OFF	DAY-OFF
4.	10th June	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 10. Printing guest identification cards. 11. Making reservation remark 12. Phone Call. 13. Check-in guest. 14. Check-out guest. 15. Making Online Travel Agent (OTA) monthly record. 16. Making receipt for guest use. 17. Responding to WhatsApp hotline chat.	Front office's counter.
5.	11th June	DAY-OFF	DAY-OFF
6.	12th June	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest.	Front office's counter.

No.	Day/Date	Activity	Place
		5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding hotline WhatsApp.	
7.	13th June	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding to WhatsApp hotline chat.	Front office's counter.

Table 3. 18 Agenda of the Sixteenth Week Activities.

(14th June, 2023 – 20th June, 2023)

No.	Day/Date	Activity	Place
1.	14th June,	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest.	Front office's counter.

		13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding hotline WhatsApp.	
2.	15th June	DAY-OFF	DAY-OFF
3.	16th June	DAY-OFF	DAY-OFF
4.	17th June	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding hotline WhatsApp. 16. Making a rooming list for group guests.	Front office's counter.
5.	18th June	DAY-OFF	DAY-OFF
6.	19th June	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest. 6. Inputting guest-used data in Google sheet. 7. Archiving guest-used to form in a file holder. 8. Printing guest identification cards. 9. Making reservation remark 10. Phone Call. 11. Check-in guest. 12. Check-out guest. 13. Making Online Travel Agent (OTA) monthly record. 14. Making receipt for guest use. 15. Responding hotline WhatsApp.	Front office's counter.

7.	20th June	1. Erasing key room card and making key room card. 2. Filling guest data in APOA. 3. VHP system - Filling Guest Identification. 4. Welcoming Guest. 5. Helping guests fill out registration cards and explaining how to use Google Nest.	Front office's counter.

Table 3. 19 Agenda of the Sixteenth Week Activities.

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

Afterward completion of the apprenticeship program at Aston Nagoya City Hotel, a few conclusions can be made:

1. Certain types of work are performed during an apprenticeship.

1. Providing information.	1. Phone Call (External call) 2. Showing Room. 3. Helping guests fill out registration cards and explaining how to use Google Nest. 4. Welcoming Guest. 5. Responding hotline whatssapp.
6. Inputting data and archiving receipt.	1. Erasing key room card and making key room card. 2. Filling data in APOA (Aplikasi Pelaporan Orang Asing) Application for Foreigner Report. 3. VHP system - Filling Guest Identification. 4. Archiving guest-used to form in a file holder. 5. Making reservation remark. 6. Making Online Travel Agent (OTA) monthly record. 7. Making receipt for guest use. 8. Inputting guest-used data in Google sheet.
9. Setting-up VIP Treatment.	**1. Setting-up slice cake.** **2. Setting-up fruit basket.** **3. Setting-up oshibory towel.**
1. Providing documents.	Making a rooming list for group guests. Making sign board for driver. Printing guest identification cards.
1. Handling-guest.	**1. Check-in guest.** **2. Check-out guest.** **3. Phone-call (internal call)** **4. Expected Departure Guest.**

Figure 4.1 Activities during apprenticeship in Aston Nagoya City Hotel.

1. While participating in the apprenticeship program, many documents were used for activities: Archipelago international golden rules for the front desk, receipts of guest use, google nest rules, rezgain, VHP Registration Card (RC), and guest check-out record.

2. During the apprenticeship at Aston Nagoya City Hotel, all work procedures follow the Archipelago international golden rules regarding the hotel.

4.2 Suggestions

During my apprenticeship, the hotel's focus to providing exceptional customer service stood out. The front desk staff consistently displayed a high level of professionalism, courtesy, and genuine concern for the guests. Moreover, Students who participate in apprenticeship may be directly or indirectly monitored by lecturers and supervisor. The work of student will be evaluated, and they will be given assistance in finding solutions to difficulties that may occur in their individual places of employment. In order for apprentice to be in the best possible position to prepare, a briefing on the apprentice placement standards as well as an overall understanding of the company is required.

ASTON
NAGOYA
CITY HOTEL

CERTIFICATE OF COMPLETION

THIS CERTIFICATE IS PRESENTED TO

MUTIA WULAN DARI
POLITEKNIK NEGERI BENGKALIS

For having successfully completed the
Training Programme for
Front Office
on 21 February 2023 - 20 June 2023

Harry Purnawirawan
Operations Manager

Leba Andriyani
Cluster Human Resources Manager

APPENDIX C Reply of Apprenticeship Letter

Nagoya HRM <batamnagoyahrm@astonhotelsinternational.com>

Feb 9, 2023, 8:18 AM

to me, agnesarumb@gmail.com, Nagoya ▾

Dear Mrs. Agnes Arum B.

Firstly, I would like to express my gratitude and high appreciation for interest to Intership at Aston Nagoya City Hotel and for all effort have given during the recruitment process.

Furthermore, after reviewing the result of Interview, I hereby would like to confirm our interest to recruit as a intership in our company:

-Mutia

-Surya

-Deni

I am looking forward to having your reply at the soonest about join date at Aston Nagoya City Hotel

Thank you

Best Regards,

Leha Andriyani (Ms.)

Cluster Human Resources Manager

ASTON Nagoya City Batam | +62 778 210 2888

favehotel Nagoya Batam | +62 778 210 2222

Name   : **Mutia Wulan Dari**

Student Reg.Number   : **5203201139**

Advisor   : **Agnes Arum Budiana, S.Pd., M.Pd.**

Location   : **Aston Nagoya City Hotel**

NO.	DAY/DATE	REVISION	ADVISOR
	February 28t2023.	You have to be sure what's your purpose to have internship there.	
	March 18th 2023.	Please Find out the profile of your hotel to know the history, vision mission, etc.	
	March 28 2023	Mind your writing style and please learnd the template of internship report.	
	April 11, 2023 May 9th, 2023	Please find out the SOP to help you write the chapter 3.	
	May 9th, 2023	Preapare your conclusions and suggestion.	
	June 3, 2023	Preapare the preface of your report correctly and pay attention to every single details of your writing.	

Bengkalis, July 4th 2023
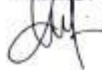
Agnes Arum Budiana, M.P.d
NIP. 198907292022032008

ASTON
NAGOYA

Name : Mutia

Department : FO

Position : Front Desk / FDA

Status : Trainee

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	21/02/2022	FO	7:00	16:00	1	2
2	22/02/2023	FO	7:00	16:5		
3	23/02/2023	FO	7:00	16:5		4
4	25/02/2023	FO	7:00	16:5		
5	26/02/20	FO	off	off	5	6
6	27/02/2023	FO	7:00	16:5		
7	29/02/2023	FO	7:00	16:5	7	8
8						
9					9	10
10						
11					11	12
12						
13						14
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15					15	16
16						
17					17	18
18						
19					19	20
20						
21					21	22
22						
23						24
24						
25					25	26
26						

CHECK BY

APPROVED BY

ASTON
NAGOYA

Name : Mutia

Department : FO

Position : Front Desk / FDA

Status : Trainee

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	1/3/2023	FO	9:00	17:5		
2	2/3/2023	FO	9:00	17:15		
3	3/3/2023	FO	9:00	17:15		
4	4/3/203	FO	9:00	17:15		
5	5/3/2023	FO	OFF	OFC		
6	6/3/203	Fo	9:00	17:15		
7	7/3/2023	Fo	9:00	17:5		
8	8/3/2023	Fo	9:00	1715		
9	9/3/2023	Fo	9:00	17:15		
10	10/3/2023	Fo	9:00	17:15		
11	11/3/2023	Fo	9:00	17:15		
12	12/3/2023	Fo	OFF	OFF		
13	13/3/2023	Fo	9:00	17:5		
14	14/3/2023	Fo	9:00	17:15		
15	15/3/2023	Fo	9:00	17:15		
16	16/3/2023	Fo	9:00	17:15		
17	17/3/2023	Fo	9:00	17:15		
18	18/3/2023	Fo	9:00	17:15		
19	19/3/2023	Fo	OFF	OF		
20	20/3/2023	Fo	9:00	17:5		
21	21/3/2023	Fo	9:00	17:15		
22	22/3/2023	Fo	OFF	OFC		
23	23/3/2023	Fo	9:00	17:15		
24	24/3/2023	Fo	9:00	17:15		
25	25/3/2023	Fo	9:00	17:15		
26	26/3/2023	Fo	OFF	OFF		

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ASTON
NAGOYA

Name : Mutia

Department : FO

Position : Front Desk / FDA

Status : Trainee

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	27/8/2023	FO	9400	17:5	1	2
2	28/8/2023	FO	9L00	1715		
3	29/8/2023	FO	9L00	7:5		4
4	30/8/202	FO	9100	1715		
5		FO	OFF	OFF	5	6
6						
7					7	8
8						
9					9	10
10						
11					11	12
12						
13					13	14
14						
15					15	16
16						
17					17	18
18						
19					19	20
20						
21					21	22
22						
23					23	24
24						
25					25	26
26						

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ASTON
NAGOYA

Name : Mutia

Department : FO

Position : Front Desk / FDA

Status : Trainee

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	1/4/2023	FO	off	off	1	2
2	2/4/2023	FO	Off	off		
3	3/4/2023	FO	9:00	19:15		4
4	4/4/2023	FO	9:00	17:15		
5	5/4/2023	FO	9:00	17:15	5	6
6	6/4/2023	FO	9:00	17:15		
7	7/4/2023	FO	9:00	17:15	7	8
8	8/4/2023	FO	9:00	17:15		
9	9/4/2023	FO	Off	off	9	10
10	10/4/2023	FO	9:00	17:15		
11	11/4/2023	FO	9:00	17:15	11	12
12	12/4/2023	FO	-9:00	17:15		
13	13/4/2023	FO	9:00	17:15		14
14	14/4/2023	FO	9:00	17:15		
15	15/4/2023	FO	Off	off	15	16
16	16/4/2023	FO	off	off		
17	17/4/2023	FO	9:00	17:15	17	18
18	18/4/2023	FO	9:00	17:15		
19	19/4/2023	FO	9:00	17:15	19	20
20	20/4/2023	FO	9:00	17:15		
21	21/4/2023	FO	Off	off	21	22
22	22/4/2023	FO	Of	off		
23	23/4/2023	FO	9:00	17:15		24
24	24/4/2023	FO	9:00	17:15		
25	25/4/2023	FO	9:00	17:15	25	26
26	26/4/2023	FO	9:00	17:15		

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ASTON
NAGOYA

Name : Mutia

Department : FO

Position : Front Desk / FDA

Status : Trainee

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	27/4/2023	FO	9:00	17:8	1	2
2	28/4/2023	FO	off	off		
3	29/4/2023	FO	off	off		4
4	30/4/2023	FO	9:00	17:5		
5		FO			5	6
6						
7					7	8
8						
9					9	10
10						
11					11	12
12						
13						14
14						
15					15	16
16						
17					17	18
18						
19					19	20
20						
21					21	22
22						
23						24
24						
25					25	26
26						

CHECK BY

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ASTON
NAGOYA

Name : Mutia
Department : FO
Position : Front Desk / FDA
Status : Trainee

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	1/05/2023	FO	9:00	17:5		
2	4/05/2023	FO	9:00	17:5		
3	3/05/2023	FO	9:00	17.5		
4	4/05/2023	FO	Off	17:5		
5	5/05/2023	FO	9:00	17.5		
6	6/05/2023	Fo	9:00	17.5		
7	7/05/2023	fo	OFF	17:5		
8	8/05/2023	FO	9:00	17:5		
9	9/05/2023	fo	9:00	17:5		
10	10/05/2023	Fo	Off	17:5		
11	11/05/2023	FO	9:00	17:5		
12	12/05/2023	fo	9:00	17:5		
13	13/05/2023	fo	9:00	17:5		
14	14/05/2023	fo	OFF	17:5		
15	15/05/2023	fo	9:00	17:5		
16	16/05/2023	Fo	9:00	17:5		
17	17/05/2023	fo	9:00	17:5		
18	18/05/2023	FO	9:00	17:5		
19	19/05/2023	FO	9:00	17:5		
20	20/05/2023	FO	9:00	17:5		
21	21/05/2023	fo	OFF	17:5		
22	22/05/2023	FO	9:00	17:5		
23	23/05/2023	FO	9:00	17:5		
24	24/05/2023	FO	9:00	17:15		
25	25/05/2023	FO	9:00	17:8		
26	26/05/2023	FO	9:00	17:5		

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ASTON
NAGOYA

Name : Mutia
Department : FO
Position : Front Desk / FDA
Status : Trainee

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	27/05/2023	FO	Off	Off	1	2
2	28/05/2023	FO	Off	Off	3	
3	29/05/2023	FO	9:00	17:5		4
4	30/05/2023	FO	9:00	17:8		
5	31/05/2023	FO	9:00	17:5	5	6
6						
7					7	8
8						
9					9	10
10						
11					11	12
12						
13					13	14
14						
15					15	16
16						
17					17	18
18						
19					19	20
20						
21					21	22
22						
23					23	24
24						
25					25	26
26						

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ASTON
NAGOYA

Name   : Mutia
Department   : FO
Position   : Front Desk / FDA
Status   : Trainee

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	1/6/2023	FO	8:00	17:5		
2	2/6/2023	FO	8:00	17:5		
3	3/6/2023	FO	8:00	17:5		
4	4/6/2023	FO	OFF	OFF		
5	5/6/2023	FO	8:00	17:5		
6	6/6/2023	FO	8:00	17:5		
7	7/6/2023	FO	8:00	17:5		
8	8/6/2023	FO	OFF	OFF		
9	9/6/2023	FO	OFF	OFF		
10	10/6/2023	FO	8:00	17:5		
11	11/6/2023	FO	OFF	OFF		
12	12/6/2023	FO	8:00	17:5		
13	13/6/2023	FO	8:00	17:5		
14	14/6/2023	FO	8:00	17:5		
15	15/6/2023	FO	OFF	OFF		
16	16/6/2023	FO	OFF	OFF		
17	17/6/2023	FO	8:00	17:8		
18	18/6/2023	FO	OFF	OFF		
19	19/6/2023	FO	8:00	17:8		
20	20/6/2023	FO	8:00	17:5		
21	21/6/2023	FO	8:00	17:5		
22	22/6/2023	FO	8:00	17:5		
23	23/6/2023	FO	8:00	17:5		
24	24/6/2023	FO	8:00	17:5		
25	25/6/2023	FO	8:00	17:5		
26	26/6/2023	FO	8:00	17:5		

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APPENDIX F Aston Nagoya City Hotel Team

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 21st February, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Information Presentation about Archipelago International.

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DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 22nd February, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		IInformation Presentation Archipelago International Golden Rules.

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DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 23rd February, 2023

Date   : Thursday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
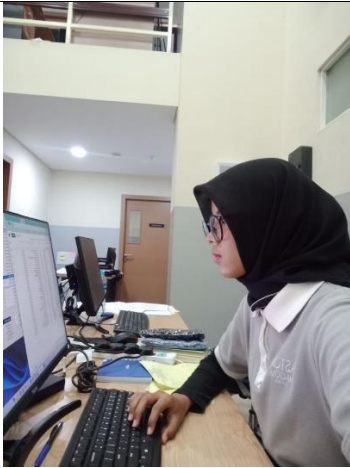
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 24th February, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		VHP- Filling Guest Identification

NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 25th February, 2023

Date   : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

NO	Picture	Information

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DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 27th February, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
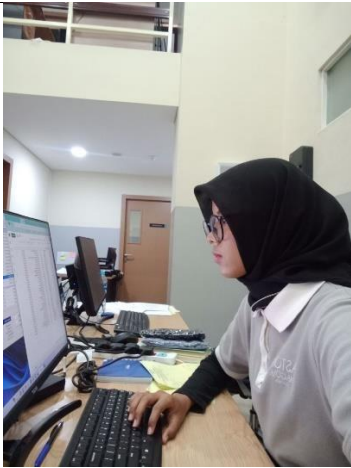
NO	Picture	Information
		Receiving phone call for reservation room and providing some information about room amenities.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :28th February, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
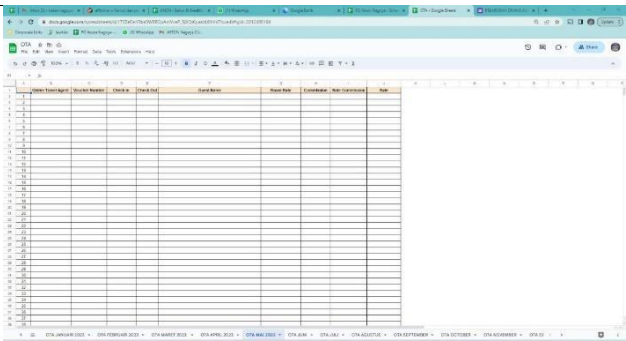
NO	Picture	Information
		Making reservation remark in VHP-System such us payment method, special request, room rate and breakfast room.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :1st March, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
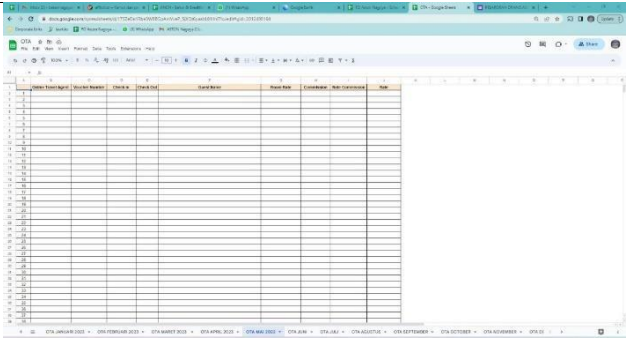
NO	Picture	Information
		Making Online Travel Agent (OTA) monthly record. The data has taken from guest check-out history in VHP-System then, inputting some datas such name of guest, room rate, check-in date, check-out date and name of online travel agent.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 2nd March, 2023

Date   : Thursday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Making Online Travel Agent (OTA) monthly record. The data has taken from guest check-out history in VHP-System then, inputting some datas such name of guest, room rate, check-in date, check-out date and name of online travel agent.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :3rd March, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
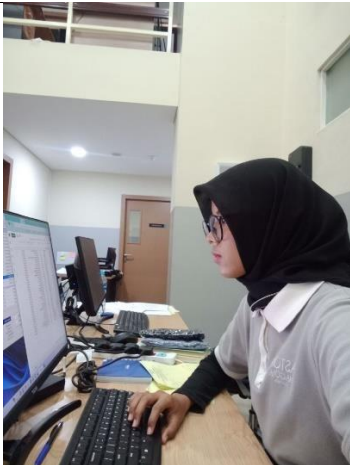
NO	Picture	Information
		Receiving phone call for reservation room and providing some information about room amenities.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :4th March, 2023

Date   : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
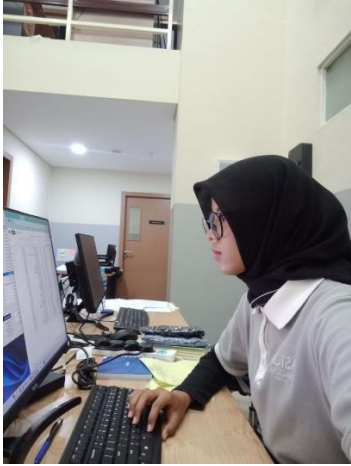
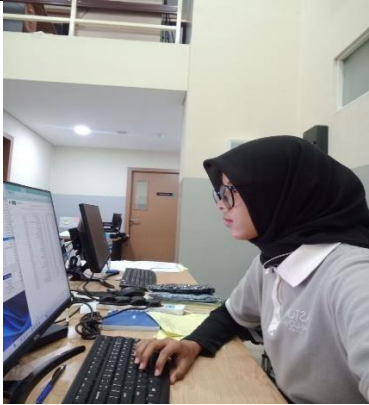| NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :6th March, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
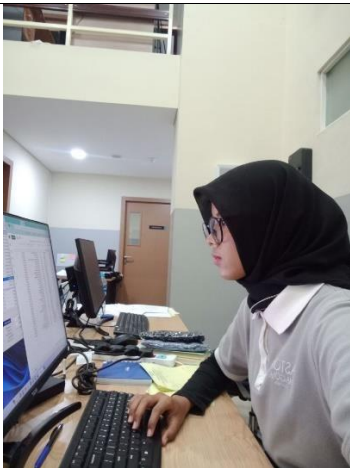
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :7th March, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
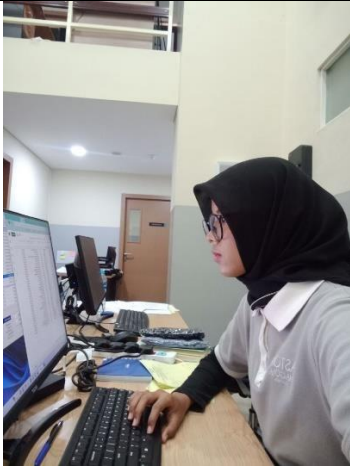
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :8th March, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
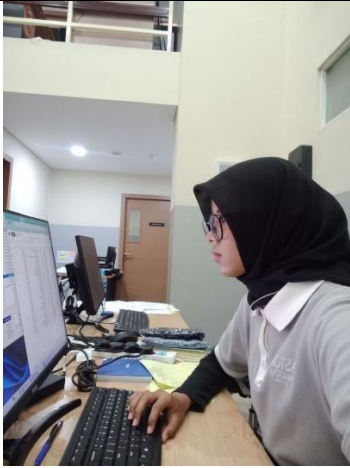
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :9th March, 2023

Date   : Thursday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
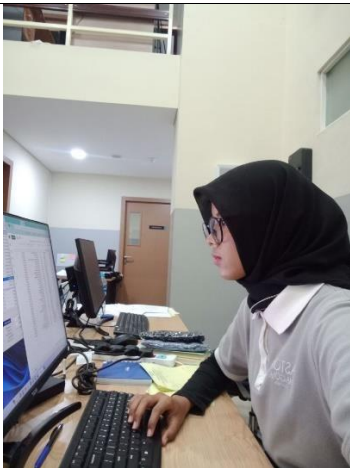
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :10th March, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
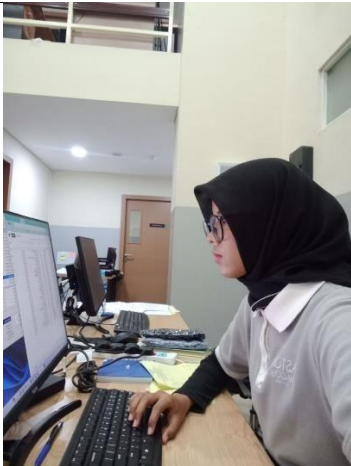
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :11th March, 2023

Date   : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

NO	Picture	Information
		Inputting guest-use data in Google sheet. All of guest use data was recorded in google sheet. Inputting some data such as type of service, cost, date, and name of guest.
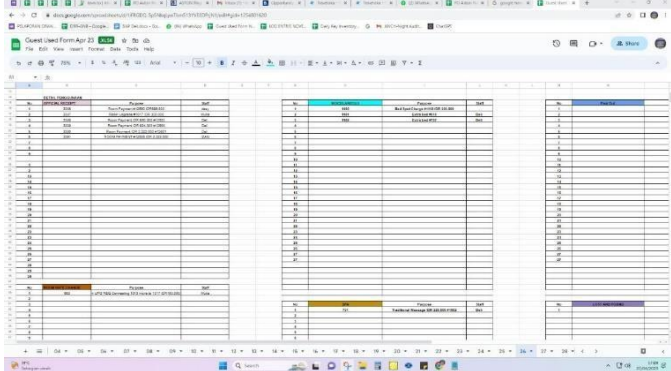
DAILY ACTIVITY

ON THE JOB TRAINING (KP)

Day   :13th March, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
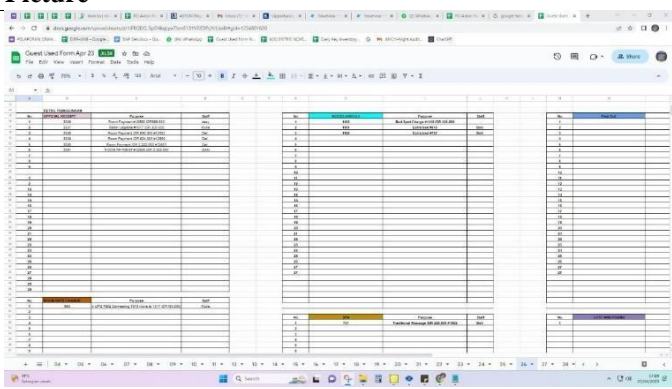
NO	Picture	Information
		Inputting guest-use data in Google sheet. All of guest use data was recorded in google sheet. Inputting some data such as type of service, cost, date, and name of guest.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :14th March, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
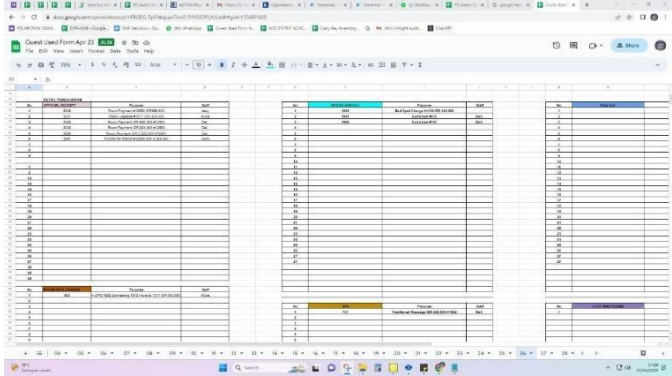
NO	Picture	Information
		Inputting guest-use data in Google sheet. All of guest use data was recorded in google sheet. Inputting some data such as type of service, cost, date, and name of guest.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :15th March, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
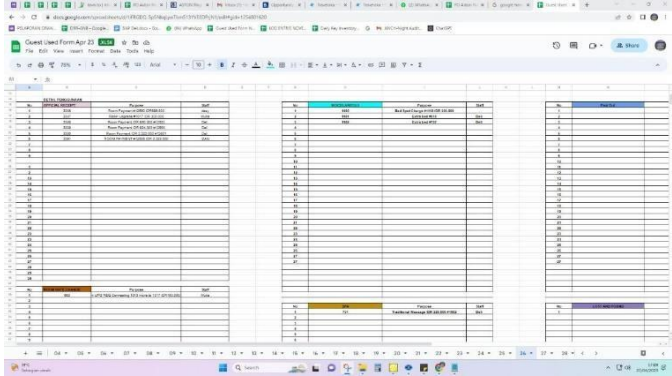
NO	Picture	Information
		Inputting guest-use data in Google sheet. All of guest use data was recorded in google sheet. Inputting some data such as type of service, cost, date, and name of guest.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :16th March, 2023

Date   : Thursday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting guest-use data in Google sheet. All of guest use data was recorded in google sheet. Inputting some data such as type of service, cost, date, and name of guest.

91
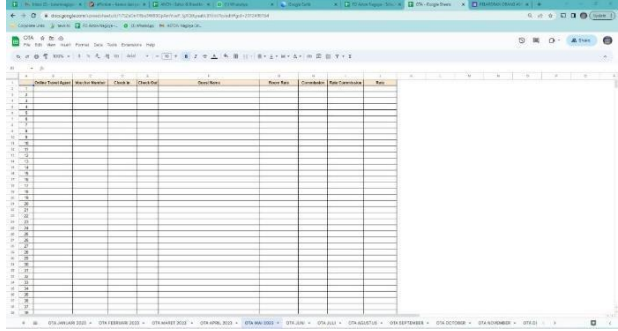
DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :17th March, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
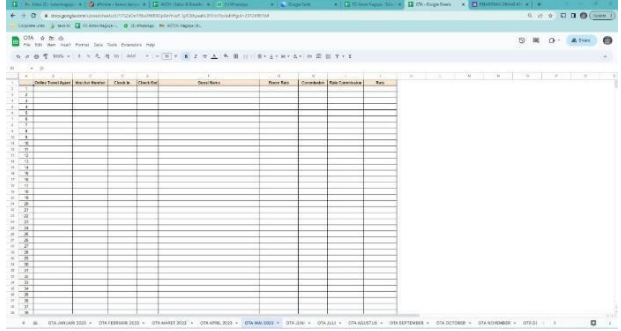
NO	Picture	Information
		Making Online Travel Agent (OTA) monthly record. The data has taken from guest check-out history in VHP-System then, inputting some datas such name of guest, room rate, check-in date, check-out date and name of online travel agent.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :18th March, 2023

Date   : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Making Online Travel Agent (OTA) monthly record. The data has taken from guest check-out history in VHP-System then, inputting some datas such name of guest, room rate, check-in date, check-out date and name of online travel agent.

DAILY ACTIVITY

93
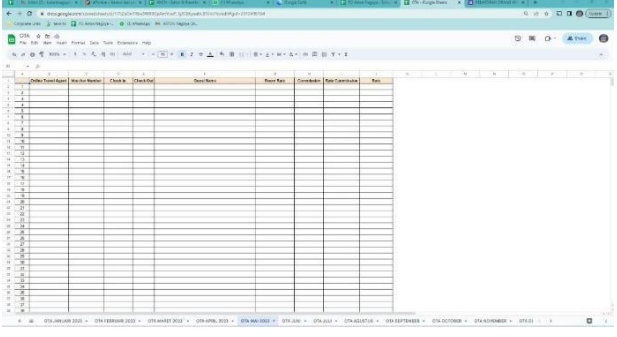
ON THE JOB TRAINING (KP)

Day   :20th March, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
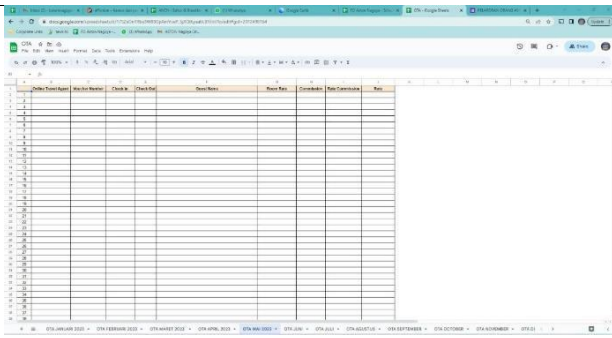
NO	Picture	Information
		Making Online Travel Agent (OTA) monthly record. The data has taken from guest check-out history in VHP-System then, inputting some datas such name of guest, room rate, check-in date, check-out date and name of online travel agent.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :21ˢᵗ March, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
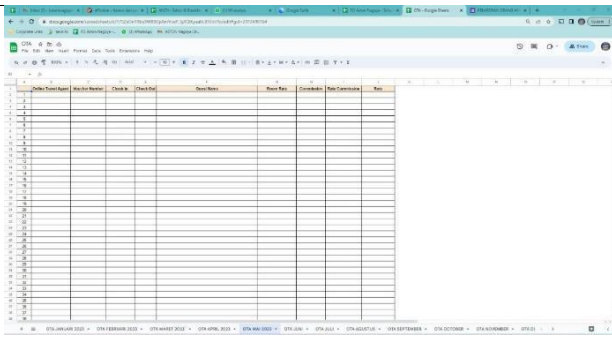
NO	Picture	Information
		Making Online Travel Agent (OTA) monthly record. The data has taken from guest check-out history in VHP-System then, inputting some datas such name of guest, room rate, check-in date, check-out date and name of online travel agent

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :23rd March, 2023

Date   : Thursday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
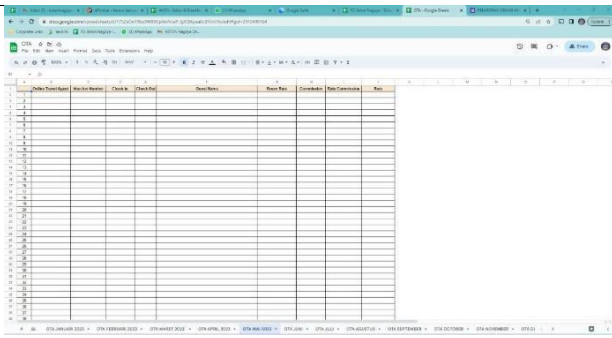
NO	Picture	Information
		Making Online Travel Agent (OTA) monthly record. The data has taken from guest check-out history in VHP-System then, inputting some datas such name of guest, room rate, check-in date, check-out date and name of online travel agent

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :24th March, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
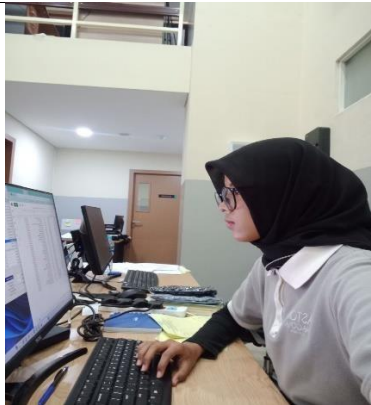
NO	Picture	Information
		Making Online Travel Agent (OTA) monthly record. The data has taken from guest check-out history in VHP-System then, inputting some datas such name of guest, room rate, check-in date, check-out date and name of online travel agent

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :25th March, 2023

Date   : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
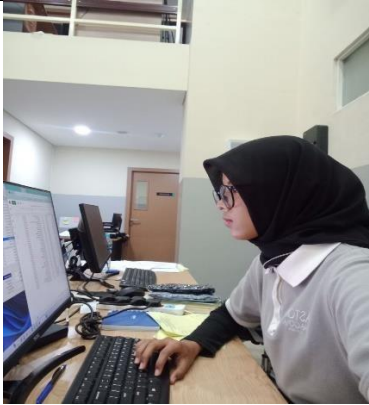
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :27th March, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
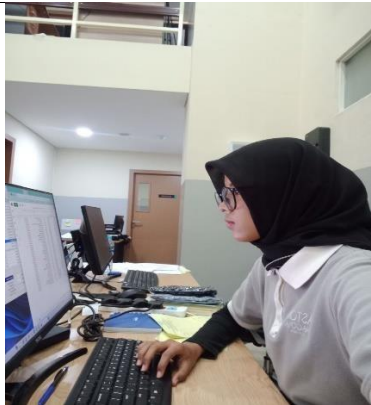
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :28th Maret, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
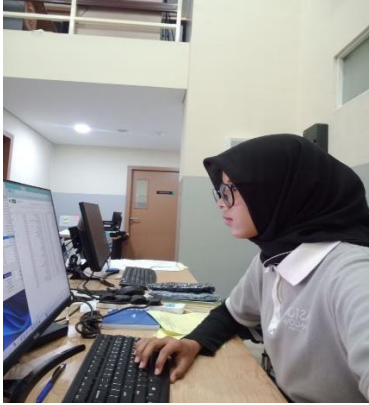
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :29th March, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
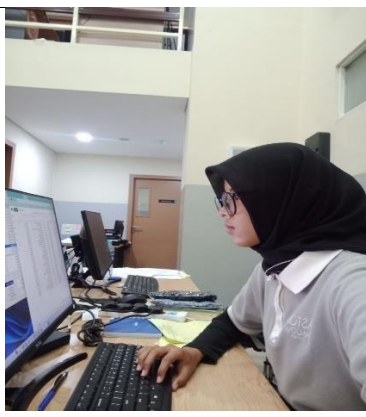
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :30th Maret, 2023

Date   : Thursday

No	Job Description		Supervisor	Signature
	Front Desk Agent		Mrs. Jean Rumampuk.	
		Note:		

NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :3rd April, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :4th April, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		A warm and friendly greeting sets the tone for a positive guest experience. Smile and make eye contact when approaching guests. Use polite and welcoming language, such as "Good morning" or "Welcome to Aston Nagoya City Hotel"

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :5th April, 2023

:5th April, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Guest check-in procedure are making room card, providing information, room that suitable for guest preference.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :8th April, 2023

Date   : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Guest check-in procedure are making room card, providing information, room that suitable for guest preference.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 9th April, 2023

Date   : Sunday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Guest check-in procedure are making room card, providing information, room that suitable for guest preference.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :11th April, 2023

Date   : Friday.

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Guest check-in procedure are making room card, providing information, room that suitable for guest preference.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :12th April, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
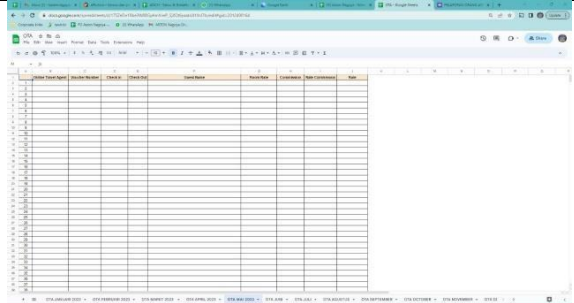
NO	Picture	Information
		Guest check-in procedure are making room card, providing information, room that suitable for guest preference.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :13th April, 2023

Date   : Monday.

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Making Online Travel Agent (OTA) monthly record. The data has taken from guest check-out history in VHP-System then, inputting some datas such name of guest, room rate, check-in date, check-out date and name of online travel agent.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day : 14th April, 2023

Date : Tuesday.

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Guest check-in procedure are making room card, providing information, room that suitable for guest preference.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :15th April, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Provide exclusive services or amenities that are not typically available to regular guests such as setting up fruit basket.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :16th April, 2023

Date   : Thursday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
	ASTON NAGOYA CITY HOTEL **MS. SALSA** ETA 14.40 WIB HANG NADIM AIRPORT	Making a signboard for a driver involves creating a visible and easily recognizable sign that helps the driver identify their passengers

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :17th April, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Provide exclusive services or amenities that are not typically available to regular guests such as setting up fruit basket.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :18ᵗʰ April, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture		Information
	ASTON NAGOYA CITY HOTEL **MS. SALSA** ETA 14.40 WIB HANG NADIM AIRPORT		Making a signboard for a driver involves creating a visible and easily recognizable sign that helps the driver identify their passengers

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :19th April, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Guest check-out procedure are providing guest information to House Keeping Department and collecting guest feedback.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :20th April, 2023

Date   : Thursday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
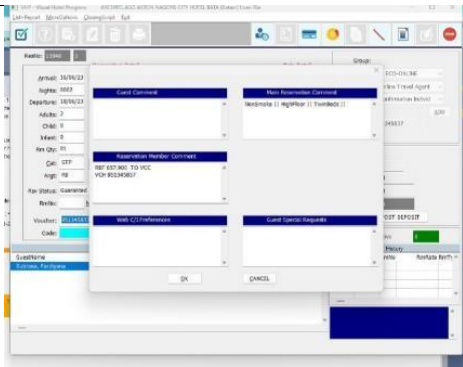
NO	Picture	Information
		Receiving phone call for reservation room and providing some information about room amenities.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :21st April, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
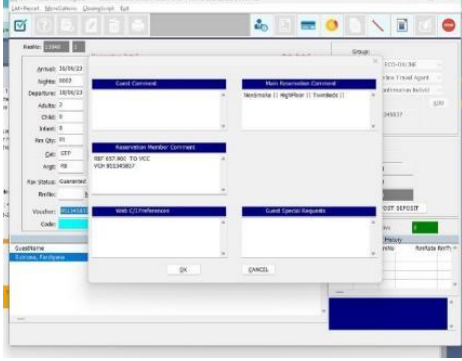
NO	Picture	Information
		Making reservation remark in VHP-System such us payment method, special request, room rate and breakfast room.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day : 22nd April, 2023

Date : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
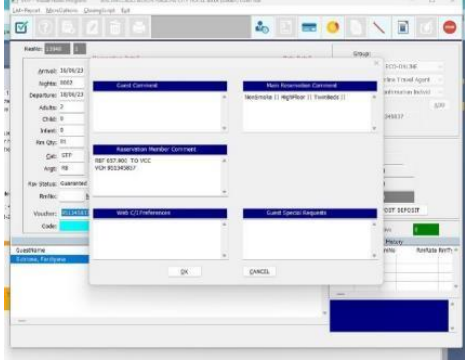
NO	Picture	Information
		Making reservation remark in VHP-System such us payment method, special request, room rate and breakfast room

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :23rd April, 2023

Date   : Sunday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
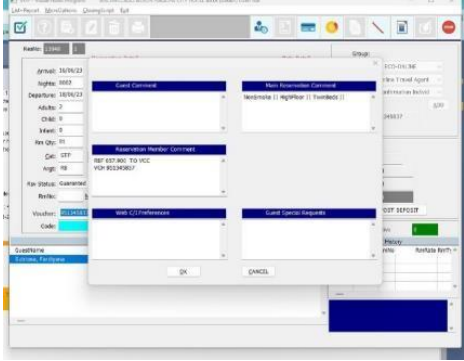
NO	Picture	Information
		Making a signboard for a driver involves creating a visible and easily recognizable sign that helps the driver identify their passengers

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :24th April, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
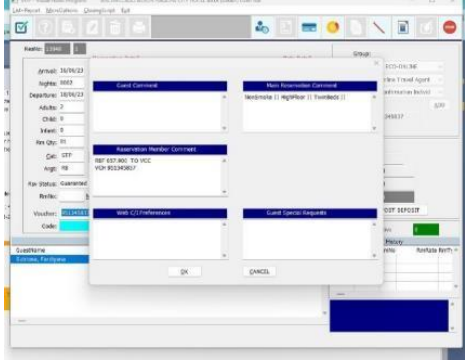
NO	Picture	Information
		Making a signboard for a driver involves creating a visible and easily recognizable sign that helps the driver identify their passengers

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :25th April, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Making a signboard for a driver involves creating a visible and easily recognizable sign that helps the driver identify their passengers.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :26th April, 2023

Date   :

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
	ASTON NAGOYA CITY HOTEL **MS. SALSA** ETA 14.40 WIB HANG NADIM AIRPORT	Making a signboard for a driver involves creating a visible and easily recognizable sign that helps the driver identify their passen

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :27th April, 2023

Date   : Thursday

No	Job Description		Supervisor	Signature
	Front Desk Agent		Mrs. Jean Rumampuk.	
		Note:		

NO	Picture	Information
		Provide exclusive services or amenities that are not typically available to regular guests such as setting up oshibory towel.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :28th April, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Receiving phone call for reservation room and providing some information about room amenities.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :29th April, 2023

Date   : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture		Information
	ASTON NAGOYA CITY HOTEL **MS. SALSA** ETA 14.40 WIB HANG NADIM AIRPORT		Making a signboard for a driver involves creating a visible and easily recognizable sign that helps the driver identify their passengers
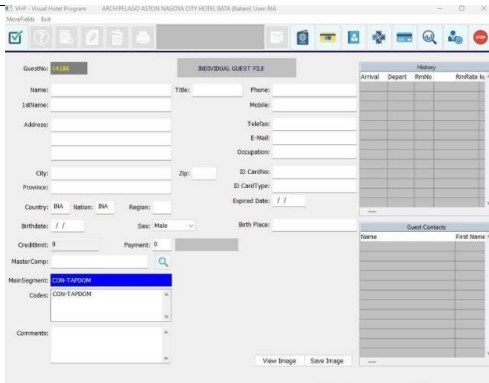
DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 30ᵗʰ April, 2023

Date   : Sunday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
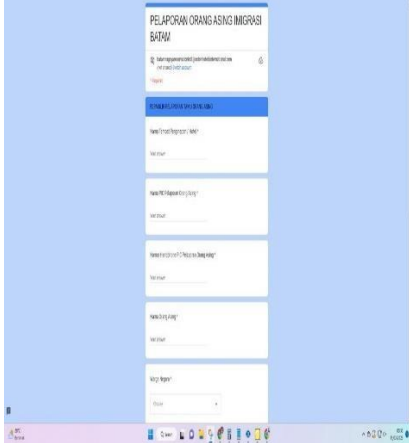
NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :1ˢᵗ May, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
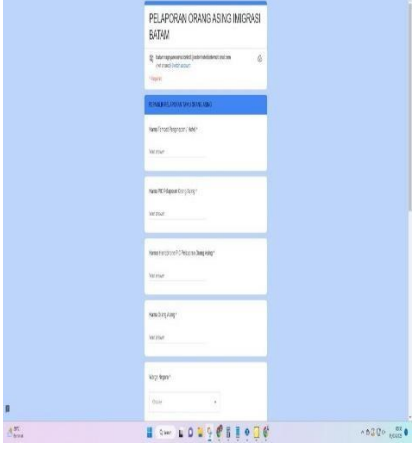
NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day :2nd May, 2023

Date : Tuesday

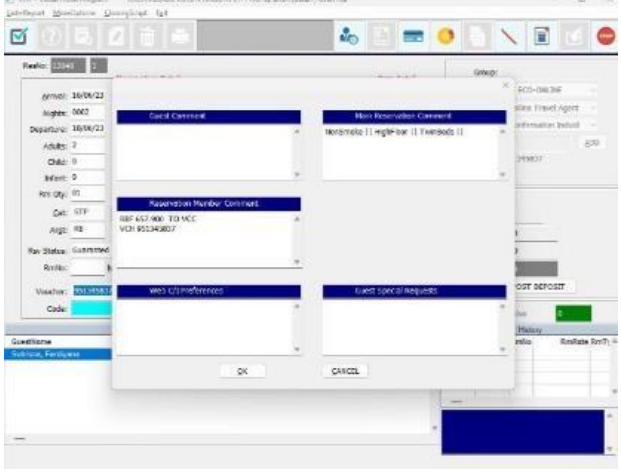| No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :3rd May, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
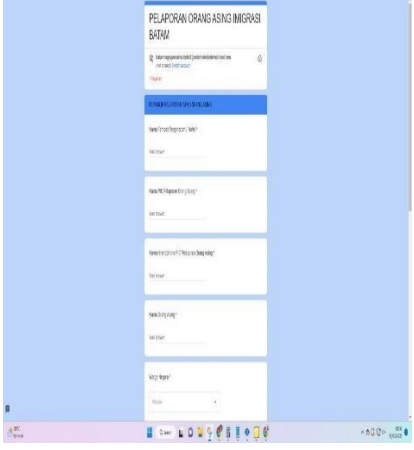
NO	Picture	Information
		Guest check-in procedure are making room card, providing information, room that suitable for guest preference.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :4th May, 2023

Date   : Thursday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
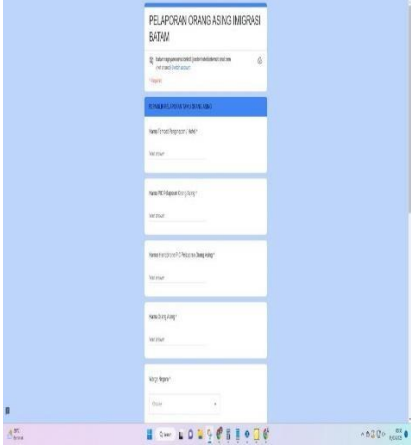
NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :6th May, 2023

Date   : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

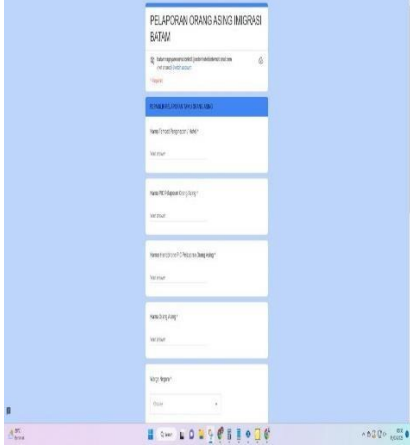| NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

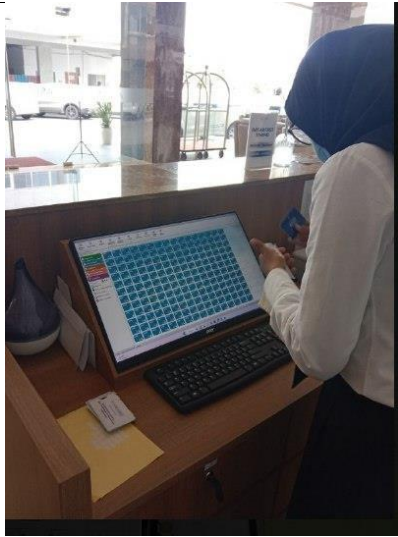Day   : 8th May, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
	ROOMING LIST ECO TOUR Check-in: 25th May Check-out: 27th May PIC: Mr. Smith No. / Name / Nationality / Passport Number / Passport issue date / Expiration date	Making a rooming list for group guests includes each guest's name, identification number, room type, room number, and phone number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :9th May, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Making a rooming list for group guests includes each guest's name, identification number, room type, room number, and phone number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :11th May, 2023

Date   : Thursday

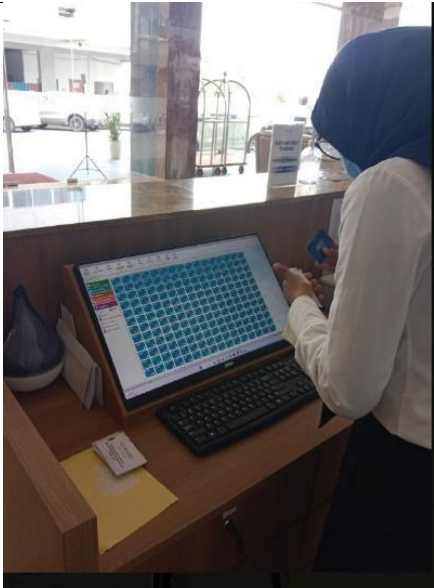| No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :12th May, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Making reservation remark in VHP-System such us payment method, special request, room rate and breakfast room

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 13th May, 2023

Date   : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

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DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 15th May, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 16th May, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
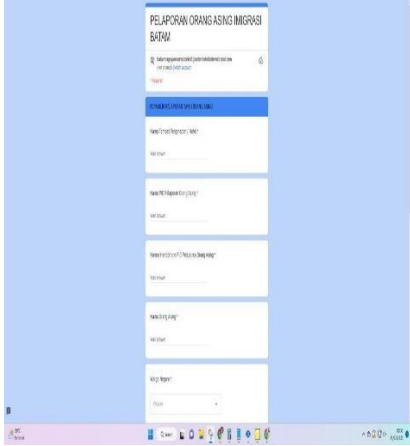
NO	Picture	Information
		Making and erasing room card on Sylock system preventing guests who have checked out from utilising the room without obtaining an extension from the front desk agent.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 17th May, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

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DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 18th May, 2023

Date   : Thursday

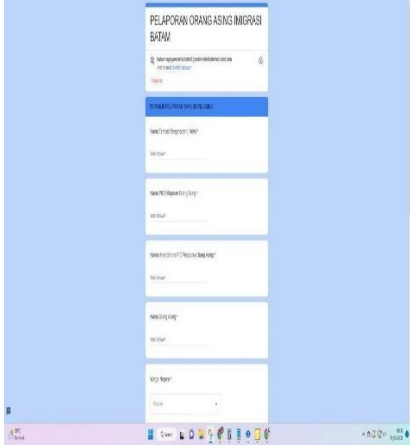| No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
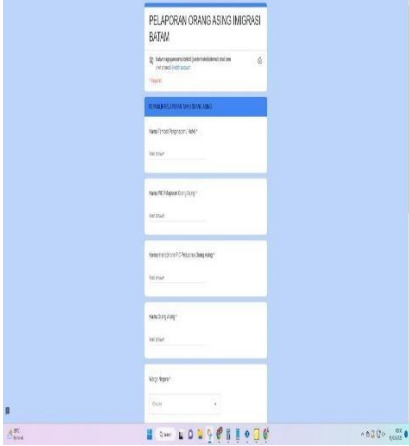
NO	Picture	Information
		Making and erasing room card on Sylock system preventing guests who have checked out from utilising the room without obtaining an extension from the front desk agent.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 19th May, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 20th May, 2023

Date   : Saturday

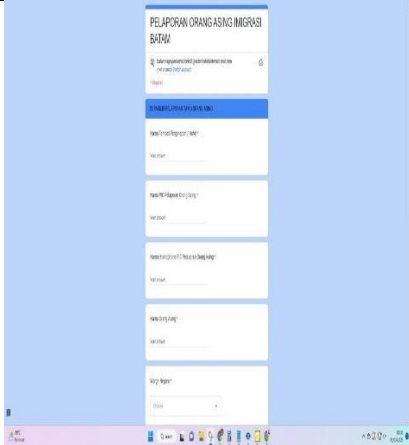| No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		
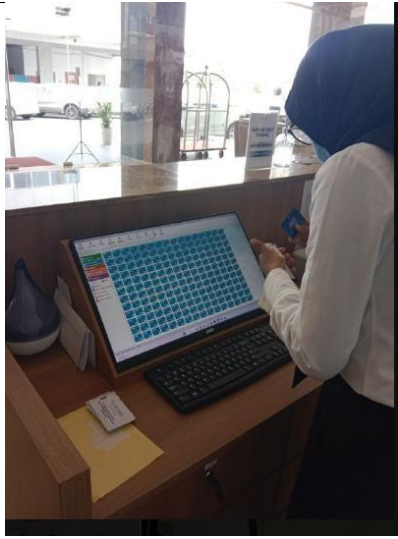
NO	Picture	Information
		Showing Room and providing information about room amenities, view and type of room.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 22nd May, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Making and erasing room card on Sylock system preventing guests who have checked out from utilising the room without obtaining an extension from the front desk agent

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 23rd May, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

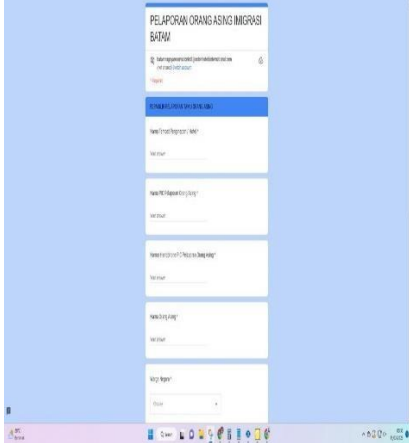| NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 24th May, 2023
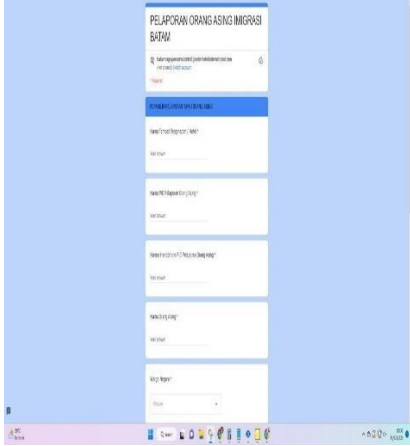
Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Showing Room and providing information about room amenities, view and type of room.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 25th May, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 26th May, 2023

Date   : Friday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 29th May, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 30th May, 2023

Date   : Tuesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Showing Room and providing information about room amenities, view and type of room.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)
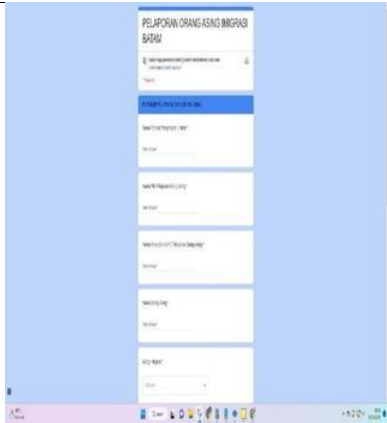
Day   : 31st 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

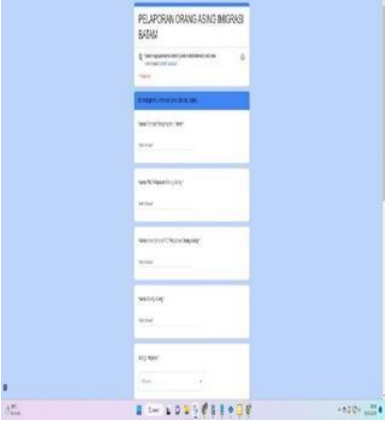| NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 1st June 2023

Date   : Thursday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

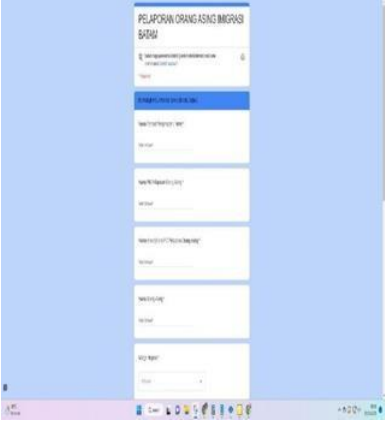| NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

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DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 2nd June, 2023

Date   : Friday

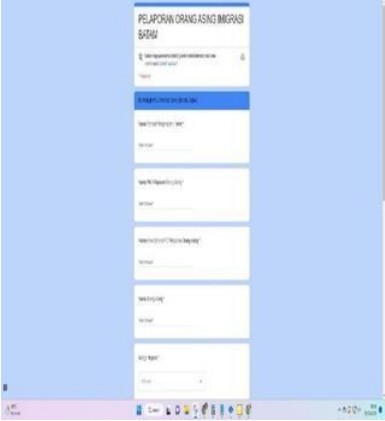| No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :3rd June, 2023

Date   : Saturday

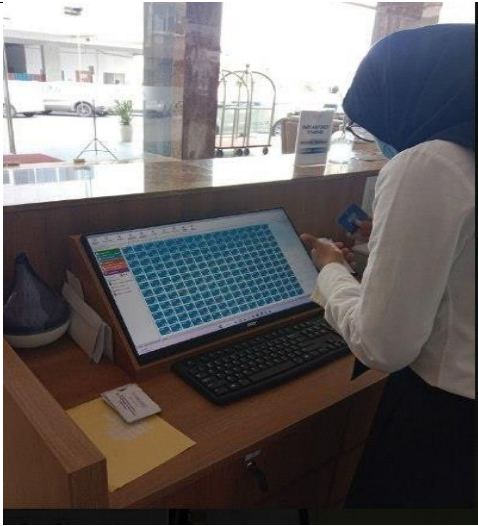| No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :4th June, 2023

Date   : Sunday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

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DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 5th June, 2023

Date   : Sunday

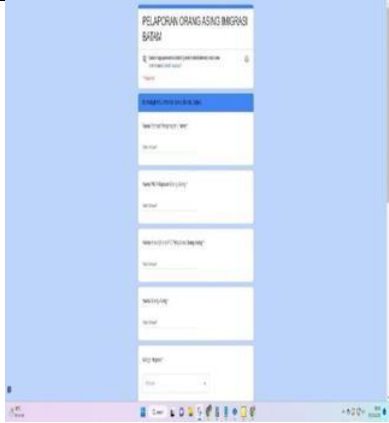| No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Making and erasing room card on Sylock system preventing guests who have checked out from utilising the room without obtaining an extension from the front desk age.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 6th June, 2023

Date   : Sunday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

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DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 10th June, 2023

Date   : Saturday

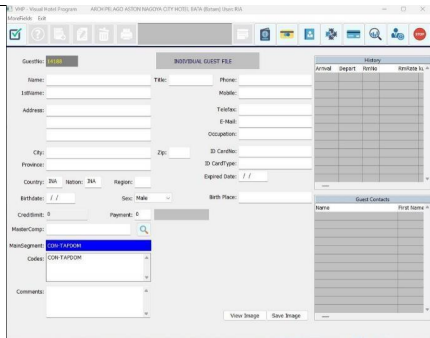| No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Provide exclusive services or amenities that are not typically available to regular guests such as setting up Slice cake

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 12th June, 2023

Date   : Wednesday

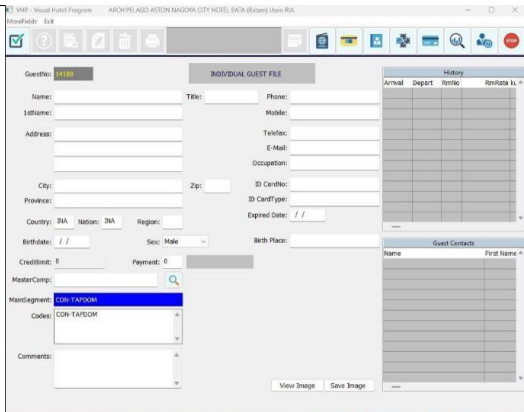| No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day : 13th June, 2023

Date : Thursday

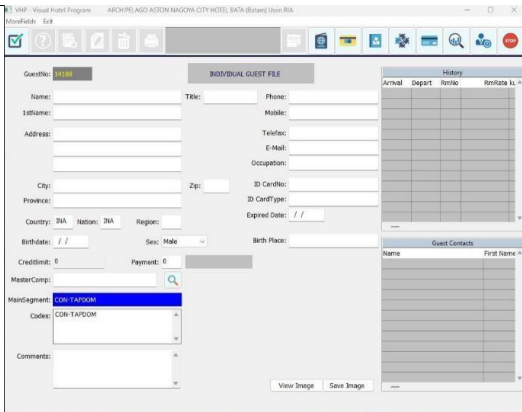| No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :14th June, 2023

Date   : Wednesday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

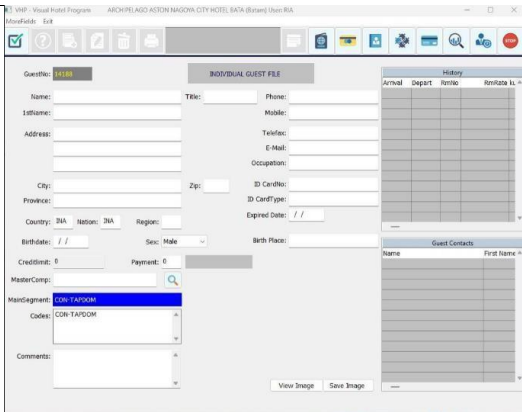| NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   :17th June, 2023

Date   : Saturday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 19th June, 2023
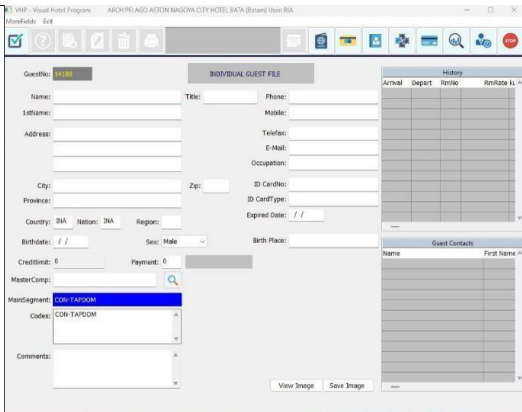
Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

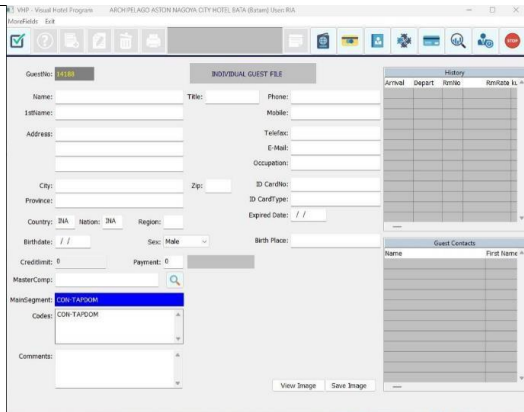Day   : 20th June, 2023

Date   : Monday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		VHP- Filling Guest Identification such as name of guest, phone number, email, identification number.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 14th May, 2023

Date   : Sunday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

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DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 14th May, 2023

Date   : Sunday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 14th May, 2023

Date   : Sunday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.

DAILY ACTIVITY
ON THE JOB TRAINING (KP)

Day   : 14th May, 2023

Date   : Sunday

No	Job Description	Supervisor	Signature
	Front Desk Agent	Mrs. Jean Rumampuk.	
	Note:		

NO	Picture	Information
		Inputting foreigner guest such as the names, ID numbers, nationalities, and check-in and check-out dates of non-native hotel guests in APOA.