APPRENTICESHIP REPORT HOTEL MERCURE JAKARTA GATOT SUBROTO



KRISTINA MULANA MANALU 5203211143

ENGLISH STUDY PROGRAM

LANGUAGE DEPARTMENT

STATE POLYTECHNIC OF BENGKALIS

2024

APPROVAL SHEET APPRENTICEHIP REPORT HOTEL MERCURE JAKARTA GATOT SUBROTO

Written s one of the conditions for completing Apprenticeship

KRISTINA MULANA MANALU 5203211143

Jakarta, June 30th 2024

Front Office Manager
MERCURE JAKARTA GATOT
SUBROTO

Advisor,

DWI FENDY APRIANSYAH

RIOŃALDI, S.Pd., M.Pd NIP. 198402122014041001

Approved by,

Head of Diploma-III English Study Program State Polytechnic of Bengkalis

NIP. 197010052021211004

Ari Satria, M.Pd.BI

ACCEPTANCE SHEET

This is certifying that we have been examined the apprenticeship report of Kristina Mulana Manalu Reg. Number 5203211143 who has done the apprenticeship at Mercure Jakarta Gatot Subroto start from March 27th – June 30th 2024. This report is used for partial fulfillment of the State Polytechnic of Bengkalis. This report is complete and satisfactory in all respects, and any all revisions required by the aprenticeship report examine comitted had been made.

Bengkalis, July 9th, 2024

Accepted by:

Advisor

Rionaldi, S.Pd., M.Pd NIP. 198402122014041001

Approved by:

Head of Diploma-III English Study Program State Polytechnic of Bengkalis

Ari Satria, M.Pu.D.. NIP. 198805172015041002

AKNOWLEDGEMENT

All praises to Almighty God because of His blessing and mercy the writing of this apprenticeship report at Mercure Hotels Jakarta Gatot Subroto timely.

During the writing process, there were many people involved. Therefore, thank you for all people who gave contribution, support, and advice. In this great opportunity, the writer would like to say thanks to:

- 1. Johny Custer, ST., M.T as the Director of State Polytechnic of Bengkalis.
- 2. Diah Paramita Sari, M.Pd as the Head of Language Department.
- Aswandi, M.Pd as the Head of D-IV English for Business and Professional Communication Study Program and Coordinator of MSIB Program
- 4. Ari Satria, M.Pd. B.I as the Head of D-III English Study Program.
- 5. Rionaldi, M.Pd as the Advisor of Apprenticeship.
- 6. Dwi Fendy Apriansyah as the Manager of Front Office.
- 7. Veronika Wulandari as Mentor for this apprenticeship.
- 8. Ririn Susilawati as Advisor of MSIB Program
- 9. All staff of Front Office department for the opportunity to internship in these departments. All friends of PMM and MSIB Program that always support me and make me strong.
- 10. All Lectures of Language Department in State Polytechnic of Bengkalis.
- 11. All family members who gave never ending contributions in material and moral.

Bengkalis, June 20th, 2023

Best Regards,

KRISTINA MULANA MANALU Reg. Number 5203211143

TABLE OF CONTENTS

TITL	E PAGE	
APPR	ROVAL SHEET	i
ACCI	EPTANCE SHEET	ii
AKN	OWLEDGEMENT	iv
TABI	LE OF CONTENTS	v
LIST	OF TABLES	vi
LIST	OF FIGURES	vii
LIST	OF APPENDICES	ix
CHA	PTER I INTRODUCTION	1
1.1	Background of Apprenticeship	1
1.2	Purpose of Apprenticeship	2
1.3	Significance of Apprenticeship	2
CHA	PTER II GENERAL DESCRIPTON OF THE COMPANY	4
2.1	Company History	
2.2	Vision and Mission	6
2.3	Kind of Business	e
2.4	Organization Structure	
2.5	Document Used for Activity	13
CHA	PTER III SCOPE OF THE APPRENTICESHIP	15
3.1	Job Description	15
3.2	System and Procedure	15
3.3	Place of Apprenticeship	24
3.4	Kind and Description of the Activity	24
CHA	PTER IV CONCLUSION AND SUGGESTION	33
4.1	Conclusion	33

4.2 Suggestion	34
REFERENCES	35
APPENDICES	36