

APPRENTICESHIP REPORT
HOTEL MERCURE JAKARTA GATOT SUBROTO



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LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS

2024


**APPROVAL SHEET
APPRENTICESHIP REPORT
HOTEL MERCURE JAKARTA GATOT SUBROTO**

Written s one of the conditions for completing Apprenticeship


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Jakarta, June 30th 2024

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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 apprenticeship report examine comitted had been made.

Bengkalis, July 9th, 2024

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Bengkalis, June 20th, 2023

Best Regards,



KRISTINA MULANA MANALU
Reg. Number 5203211143

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CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

An apprenticeship is a work-practice program that students must undertake to gain field study or expertise. The goal is that students can directly apply the knowledge they have gained in their studies and gain work experience that can be used to apply for jobs after graduation, even if within a limited time. Apart from that, students can also build relationships, which will be very useful for sharing with each other about their future jobs. For this reason, the State Polytechnic of Bengkalis also holds this program to support the skills and knowledge of its students.

The State Polytechnic of Bengkalis is the only state polytechnic under the Ministry of Education in Riau and is located in Bengkalis Island, Jl. Bathin Alam, Sungai Alam, Bengkalis. This college was established in 2001 and has eight majors, including Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime. Each department has expertise in its own field, and graduates from this polytechnic are graduates who are ready to compete in the world of work. The requirements for graduation from this college are completing the final report and participating in an apprenticeship program. This apprenticeship is carried out by students at the State Polytechnic of Bengkalis who have completed a minimum of four semesters for Diploma-III, six semesters for Diploma-IV.

Based on the explanation above, the writer took this opportunity to complete the apprenticeship in a hotel. A hotel is a business aimed at people who need accommodation, food, drink, and other services that are managed commercially. Hotels are a very important part of the tourism industry, especially for travelers. Therefore, hotels are the right place for students who want to learn about hospitality, hotel operations, financial management, marketing management, and so on. Students can also apply soft skills such as communication,

collaboration, and problem solving. Apart from that, working in a hotel will increase the network and connections to various people in the tourism industry sector.

The writer choose the hotel for the apprenticeship: Mercure Jakarta Gatot Subroto. This hotel is an international hotel that is under the auspices of Accor Grub, so it is not only visited by Indonesians but also by foreigners who want to conduct business in Indonesia because Jakarta is the business center of Indonesia. The Mercure Hotel Jakarta Gatot Subroto opened in 2019 and is one of the four-star hotels in Jakarta. This hotel is located on Jl. Gatot Subroto No. Kav 1, West Kuningan, Mampang Prapatan, South Jakarta. This hotel is always busy every day because it is designed for business, and the location of the hotel is very strategic because it is located in the middle of the city's bustling business center. This hotel has several departments, such as IT, sales and marketing, reservation, human resources, finance, security, and engineering.

In this apprenticeship, the writer had apprenticeship at the Front Office department: Front Desk Agent (FDA), GRO (Guest Relation Officer), Greeter, and Operator sections, from February 27th to June 30th, 2024.

1.2 Purpose of Apprenticeship

1. To find out the kinds of jobs done in Mercure Jakarta Gatot Subroto Hotel
2. To find out the documents / system or website used for activities while doing the apprenticeship program in Mercure Jakarta Gatot Subroto Hotel
3. To find out working procedures done in Mercure Jakarta Gatot Subroto Hotel

1.3 Significance of Apprenticeship

In this section, three key aspects of significance will be explained are: significance for the Apprentice, significance for State Polytechnic of Bengkalis and significance for the company.

1.3.1 Significance for the Apprentice

Through this program, apprentices gain more knowledge than students studying on campus because, during apprenticeship, they work directly in their respective fields. Apprentice can apply the knowledge they have learned and learn more new things, especially by practicing English and applying their hospitality. Apart from that, apprentices learn about how to be professional in the work.

1.3.2 Significance for State Polytechnic of Bengkalis

Apprenticeship assists Polytechnic in improving the quality of graduates for the workforce every year. The apprenticeship also helps the polytechnic improve accreditation and curriculum implementation in the following year.

1.3.3 Significance for the Company

This apprenticeship program can improve the hotel's image because indirectly this report has promoted the hotel's brand. Apart from that, having apprenticeship can make it easier for hotels to find quality talent to hire.

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2.1 Company History

Accor Group is an international network from France that operates hundreds of thousands of rooms in 105 countries around the world. Accor was founded by two friends, Paul Debrule and Gerard Pellison, and opened its first hotel in 1967 under the Novotel brand. Now that it has been 50 years since their first hotel, there are properties on five continents in various classes, starting from budget hotels to luxury and prestigious ones in urban areas and premium tourist destinations. Accor has several classes and facilities in Jakarta, ranging from 2-star hotels to luxury. Accor with two or three stars is named Ibis. Then four-star hotels represent Mercure and Novotel. Meanwhile, five-star and luxury hotels include Raffles, Pullman, Fairmont, and Grand Mercure. Accor has grown into a global hospitality company with more than 5000 hotels spread across more than 100 countries around the world. Accor's tagline is Live Limitless, an aspiration for what we bring to customers. There are also six Accor values:

- Guest passion: hospitality is our trade; pleasing people is what drives us.
- Sustainable performance: we stand for creating value for as many as possible over the long term.
- Spirit of Conquest: Our guests are globetrotters, and so are we.
- Innovation: we heard it was possible, but together we did it.
- Trust: we believe in nature's kindness.
- Respect: we are connected with the world and to others.

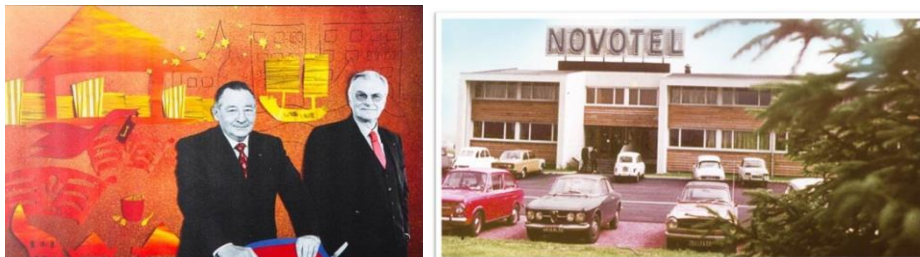


Figure 2. 1 Founder of the Accor Brand

Mercure Jakarta Gatot Subroto is part of the Accor Grub, which opened on March 17th 2019. This hotel has a strategic location in the golden triangle business area, Gatot Subroto. It can be accessed via Jl. Gatot Subroto and Jl. Kapten Tendean, with direct access to the Jakarta inner ring toll road, close to the Tegal Parang bus stop, 150 meters away, close to the embassy, 15 minutes from Halim Jakarta High Speed Train Station, and only 35 minutes' drive from Soekarno Hatta International Airport. This hotel is designed to overlook the enchanting city views, ensuring comfort and tranquility, so it is ideal for business meetings and a place to explore or relax.



Figure 2. 2 Property (pool)



Figure 2. 3 Property (gym)

2.2 Vision and Mission

Every company certainly has a vision and mission to advance and develop an institution, organization, or company that is built so that every employee works for the same goal. Accor vision statement “we are shaping a new future for hospitality”. Apart from that, Accor also has six values, which are: Guest Passion, Sustainable Performance, Trust, Respect, Innovation, and Spirit of Conquest.

2.2.1 Vision

2.2.1.1 Accor Hotels Vision

To be the world’s benchmark hospitality player so we can offer our guests, employees and partners a unique experience.

2.2.1.2 Mercure vision

Midscale branded hotels guarantee quality through standardization, whilst local independent hotels offer diversity.

2.2.2 Mission

2.2.2.1 Mercure Mission

Deliver a gratifying locally inspired experience guaranteed by enthusiastic Hoteliers and Mercure’s worldwide high level quality commitment.

2.3 Kind of Business

The Mercure Jakarta Gatot Subroto opened in March 2019 and has a total of 403 modern rooms with six types of rooms including Superior, Privilege, Executive and Studio Executive, Family Suite, and Executive Suite on floors 8-30. As a hotel business, the Mercure Jakarta Gatot Subroto has 403 rooms and other facilities such as a semi-indoor swimming pool, fitness center, spa, restaurant and pool bar, as well as a lobby bar named White Rock Terrace, cafe and other supporting facilities like other four-star hotels. The function room and restaurant can be used for all events such as meetings, birthdays, reunions, blessings, weddings, and other events. The restaurant at this hotel is provide a variety of food for breakfast, lunch, and dinner, as well as coffee, etc.. This restaurant offers an American-style breakfast every day with European dishes on a buffet menu, often called all you can eat. This hotel also provides two types of areas and rooms according to guest needs: smoking and non-smoking.

2.4 Organization Structure

Mercure Jakarta Gatot Subroto is a hotel designed for business and is under the auspices of PT. Bina Graha Makmur. This hotel is still relatively new because it started operating on March 17, 2019. This hotel was founded because of its strategic location, which is in the center of large offices in South Jakarta. It then chose the brand, namely Accor Grub. Apart from being for business, this hotel is also designed to just relieve fatigue with the view of an infinite city, especially at night with its city light view. Mercure has a logo is the letter "m" and the words "Mercure hotels." The most easily recognizable part of the Mercure logo is its color palette, the logo scheme, which has two colors, deep purple and creamy grey. Modern-style word marks are usually made in palatinate purple and set on a cream M background. The letter M represents the brand, which is very elegant yet contemporary. The brand's slogan, "In harmony with people and places" describes its values as well as its approach to design and visual identity.



Figure 2. 4 Logo of the Company

In Mercure Jakarta Gatot Subroto refers to the organization and arrangement of each component and department in the hotel so that hotel operational activities become easier and more focused. This management system will help increase business efficiency and provide a user-friendly environment for customers. This includes the hotel's physical layout, such as the number and type of rooms, restaurants, and common areas, as well as the management hierarchy, staffing levels, and policies and procedures for different areas of the hotel. The better the hotel management structure, the more the more you can be sure that guests will also receive satisfactory service quality.



Figure 2. 5 Mercure Jakarta Gatot Subroto

THE MANAGEMENT TEAM

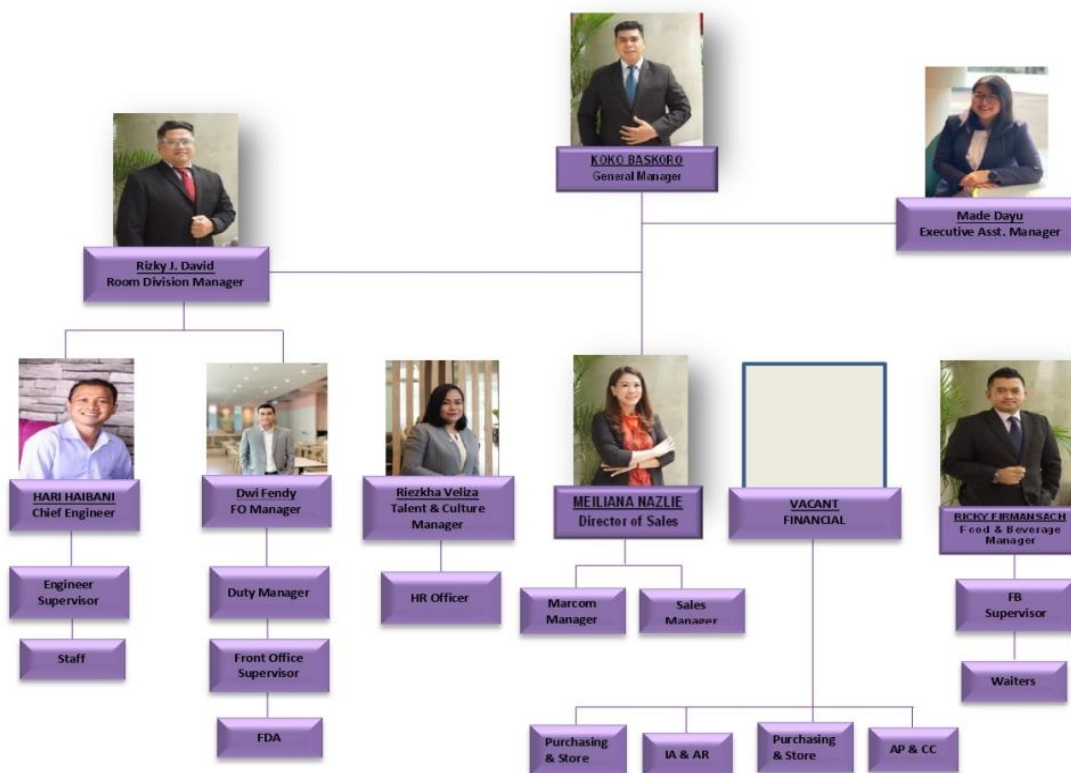


Figure 2. 6 The Management Team of Mercure Jakarta Gatot Subroto

There are several departments in Mercure Jakarta Gatot Subroto such secretariat. Each of the department has its own responsibility to achieve the goals of the organization. The following is description of each position:

1. General Manager

The general manager occupies the first and highest position in the organizational structure of a hotel, is responsible for holding all day-to-day operational control of hotel management, and can be said to be the leader of everything. Apart from that, there are also several other duties of a general manager.

- A. Guarantee guest satisfaction
- B. Meet with department heads to get an overview of each department's performance and address any deficiencies.
- C. Manage hotel profitability in relation to revenue targets and cross-departmental budgeting.
- D. Identify and help ensure the implementation of strategic objectives to ensure their proper implementation.
- E. Oversee marketing and demand generation, i.e., approve budgets and campaigns.
- F. Help solve problems.

2. Assistant Manager Hotel

An assistant manager is an assistant under the direct auspices of the general manager. An assistant general manager is tasked with assisting the general manager, starting with supervising, organizing, and managing hotel management operations.

Here are some typical duties that all executive assistant do:

- A. Assist the general manager in the daily operations, morning meetings, or conducting the morning HOD meetings in the absence of the General Manager.
- B. Assign duties to HODs and observers' performance to ensure adherence to hotel policies and established operating procedures.
- C. Act as the hotel's industry, local community, and trade associations

- D. Monitor the guest feedback on Trip Advisor, OTA's, Google reviews etc., and hotel GSTS and RSTS surveys.
- E. Receive and resolve or assist the general manager in resolving guest complaints and the service recovery process.
- F. Select or assist in the selection of hotel staff and completes all new hire paperwork.

3. Marketing

The marketing director has a very important role in the management and marketing of a hotel. The following are their duties and responsibilities:

- A. Create marketing and sales strategies.
- B. Responsible for hotel publications or advertising
- C. Introduce the hotel and its facilities, as well as enter into cooperation contracts with prospective hotel service users.
- D. Ensure room sales meet targets.
- E. Responsible for maintaining relationships with customers

4. Sales

A hotel certainly needs promotions to attract guests and be able to compete with other hotel industries. Marketing and sales are very important in managing promotions, issuing prices, sales, and marketing products owned by the hotel.

The following are some of the sales manager's responsibilities:

- A. Provide guidance regarding hotel use to clients or prospective clients.
- B. Communicate with hotel clients
- C. Make offers of cooperation and promotions to clients.
- D. Arrange a package offering hotel facilities.
- E. Create a new breakthrough as a hotel marketing trick.

5. Front Office

The following are the duties and responsibilities of the front office:

- A. Responsible for all activities in the front office
- B. Optimize and maximize hotel occupancy rates.
- C. Make room check-in and check-out reports.
- D. Sell rooms and provide information about all products, facilities, services,

and activities in the hotel and outside the hotel.

- E. Coordinate guest services, especially for those who experience complaints and problems.

6. Reservation

A reservation agent must have good knowledge of all reservation procedures according to the international hotel manual system, extensive knowledge of hotel facilities, services, and guest rooms, and ensure that reservation agents have the same knowledge. The following are some of the duties of a reservation, including:

- A. Responsible for hotel reservations and local reservations as well as international reservations
- B. Handle correspondence letters, faxes, and emails.
- C. Review booked reservations and daily arrival reports.
- D. Responsible for occupancy estimates and recording company and travel agent rates both in the system and correspondence files
- E. Review room blocking for long stays, suits, and special grub requests.

7. Room Division / Housekeeping

The room division has the responsibility to lead the room division, which is responsible for preparing rooms, booking rooms, checking in, and checking out, so that it can run smoothly.

The following are some of the duties and responsibilities of a room division, including:

- A. Departmental planning and budgeting or staff needs
- B. Development of staff skills and quality
- C. Maintenance of equipment and property
- D. Compliance with regulations
- E. Crisis management, in-room management, front desk housekeeping, etc.

8. Food & Beverage

The F&B is responsible for:

- A. Supervise and control the preparation of food and other dishes that must be served to guests.

- B. F&B managers must also be able to organize when planning new menus.
- C. Control food and beverage costs, control food safety, and make reports.

9. Human Resources

HRM's duties include:

- A. Responsible for all employee administration.
- B. Recruit employees.
- C. Create employee skills development programs.
- D. Create a quality assurance system for transfers, promotions, and demotions.
- E. Develop a salary system, incentives, and fringe benefits.
- F. Guarantee the implementation of all labor dispute resolution measures up to the termination of employment relations.

10. Accounting

Accounting is responsible for controlling the hotel's financial operational activities based on its income and expenditures in order to produce financial reports.

The following are some of the other accounting responsibilities, including:

- A. Responsible for all data collection or administration of transactions and finances
- B. Create hotel transactions and financial reports.
- C. Supervise and maintain all transaction activities.

11. Chief Engineer

The chief engineer makes a general maintenance schedule, oversees all related costs, and delegated appropriate tasks to his staff.

The following are some of the chief engineer's responsibilities, including:

- A. Responsible for repairing and maintaining hotel equipment and facilities
- B. Make reports regarding repairs or renewals of hotel facilities and equipment.
- C. Carry out supervision and financing of property operation, maintenance, and energy costs.

12. Finance

Next is accounting and finance, the division in charge of managing hotel finances in the form of income, expenses, and other detailed costs recorded in the hotel. A large, five-star hotel usually uses special software to organize and make it easier to manage a hotel's finances so that they remain stable.

13. Security

Security is responsible for the overall security of the hotel. The scope of hotel security includes employee rooms, guest rooms, and hotel assets. Security is also responsible for

- A. Responsible for hotel security
- B. Dispel and maintain security from inside and outside the hotel.

2.5 Document Used for Activity

There are several documents that used for activity while doing apprenticeship, such as:

1. Guest Registration Card (RC): is a registration form containing the rules that can and cannot be followed during the stay, along with sanctions for violations, which must be signed by guests when checking in.
2. Folio / Payment Receipt: is a printout of proof of guest payment after withdrawal via account / cash and input into the system.
3. Sales Draft: is a proof of payment printed by the bank's ADC machine after withdrawing via account.
4. Voucher ALL Accor for Executive Lounge and Welcome Drink: is a voucher that is only given to members upon checking in and can only use ones.
5. Luggage Tag: is an item tag given to guests and affixed to the item to number the item entrusted so that it makes it easier to pick it up.
6. Miscellaneous Charge: is guest payment form for laundry, SPA, room service and other.
7. Payable Form Receipt: is a cash payment form for rooms booked by guests.

8. Welcoming Card Member: is a card containing words of welcoming for members who are staying for the first time and will check in, and then the card is set up in the member's room.
9. Paid Out / Refund: is for hotel expenses which are payments to guests. Paid out is return on deposit method, that is, the guest has savings at the hotel so that they can be used during stay or check in the next day. Refund is a return using the cash method.
10. VIP Request: is used to record food requested by VIP guests or members. After that, this note will be submitted to the kitchen or chef on duty.
11. Internal Transfer Form: Internal transfer forms are used for requests for facilities required by departments to kitchen or F&B Product.
12. Lost and Found Form: is a form for items left at the hotel and kept until the owner collects the items.
13. Guest Comment: is a form that contains feedback from the guest during their stay.
14. Enrollment the member: is a form that using by scan for joining the guest to become Accor members.

CHAPTER III

SCOPE OF THE APPRENTICESHIP

3.1 Job Description

The apprenticeship was carried out for 4 months, starting from February 27th to June 30th, 2024, at the Mercure Jakarta Gatot Subroto. During the apprenticeship, the writer was placed in the Front Office department. The work according to the contract is 9 hours, with schedules that always change according to needs: the morning shift from 07.00 to 16.00, the middle shift from 09.00 to 18.00, and the afternoon shift from 12.00 to 21.00. Following are some of the main tasks carried out during the apprenticeship:

1. Doing courtesy guest in house and expected departure (duo out)
2. Handling VIP / Member amenities
3. Greeting the guest as a Greeter
4. Handling check-in and check-out

3.2 System and Procedure

The working procedures are based on the Standard Operating Procedure (SOP) of Mercure Jakarta Gatot Subroto. SOP is a guideline or natural rule of work so that operational activities can run in accordance with this direction and there is no deviation or procedural error.

There were several working procedures that were used to conduct the duties, which were explained as follows:

1. Doing courtesy guest duo out (expected departure) and guest in house

A. Courtesy Duo Out (Expected Departure)

There are several steps to courtesy guest duo out:

- Open the system, and then log in to the account. Click Manage Report and on the option "Report Group," then choose "Expected Departure."
- Then, in the report menu, click the option "Expected Departure – By Room." After that, click Download As. Open the file in a new folder in Excel then deleted all the columns: exact room number, arrival, departure,

guest name, and company name.

- Then start to courtesy the guest by calling the room number.
- Open the courtesy by saying “Good afternoon (sir/madam), I am sorry to disturb you; I am Kristina from the operator. I just want to make sure. For your room today, do you plan to extend or check out (sir or madam)?”
- If the guest asks about the late checkout, go back to the SOP or availability of the room for the day.
- Close the courtesy by saying “Thank you for your confirmation, and good afternoon.”

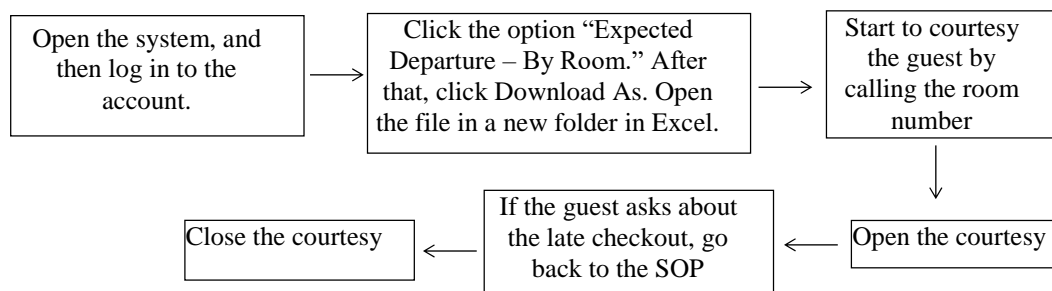


Figure 3. 1 Courtesy Guest Duo Out

B. Courtesy Guest in House

There are steps to do courtesy guest in house

- Open the system, and then log in to the account. Click Manage Report and click the option “Report Group.” Chooses “Guest In House” and click the option “Guest INH – By Room.”

- After that, click Download As and open the file in the new folder in Excel. Delete all the columns: exact room number, arrival, departure, guest name, and company name.
- Then start to courtesy the guest by calling the room number and open by saying “Good afternoon (sir/madam), I am sorry to disturb you, I am Kristina from the operator. I just want to make sure, does your room has been clean? Is there anything that you need more?”
- If the guest has a request, the response is “Alright (sir or madam) we will do it; just wait for a moment.”
- Close the courtesy by saying “Thank you (sir/mam) and good afternoon.”

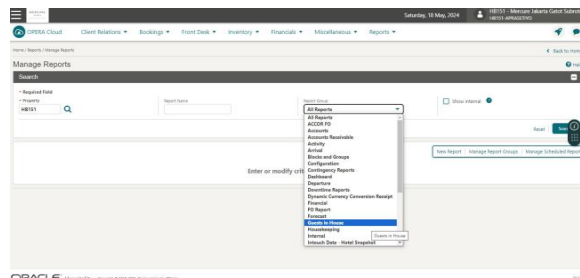
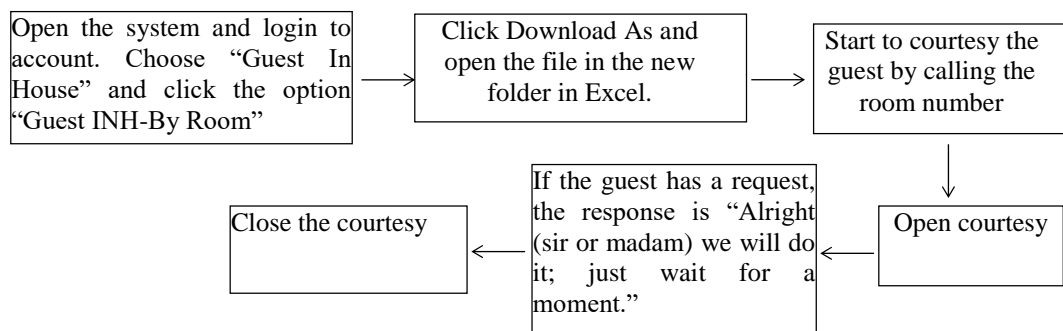


Figure 3. 2 Report for Courtesy Guest in House

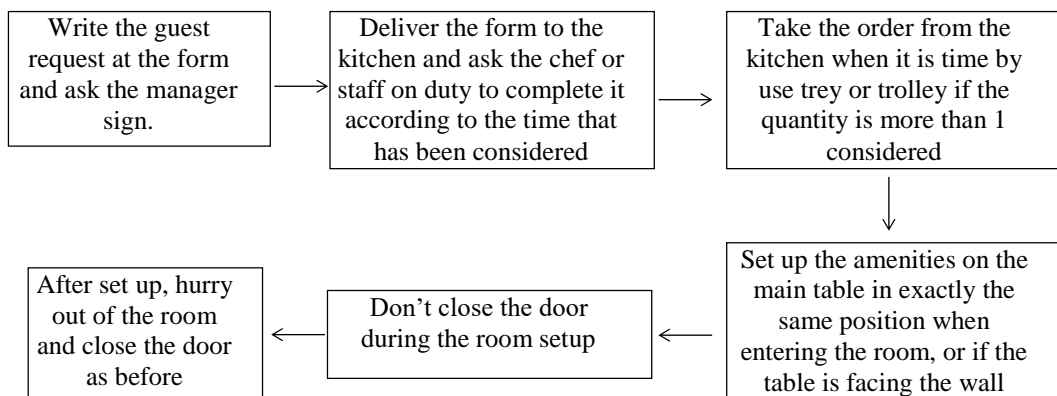
2. Handling VIP / Member amenities

VIP guests are honored guests who are friends and relatives of the owner or general manager. Meanwhile, members are guests who have joined as Accor members. Regular VIP guests will be given slice fruit or whole fruit, and members visiting the hotel for the first time will also be given the same. Apart from that,

VIP guests and members who visit for the first time will also have a welcome card setup in their room. For members, there is also an executive lounge that can be accessed from 2 p.m. to 9 p.m. Sometimes, members also request slice cake in the form of birthday greeting, anniversary, and other.

There are several steps that should be taken to setup the amenities, get a welcome card, and look for the executive lounge.

- A. Set up a slice cake request or slice fruit or whole fruit.
- Write what is needed on the guest request form and ask the manager sign.
 - Deliver the form to the kitchen on the 5th floor and ask the chef or staff on duty to complete it according to the time that has been considered.
 - Take the order from the kitchen when it is time by use tray or trolley if the quantity is more than 1. Set the cutlery for each item, such as slice fruit, whole fruit, and slice cake.
 - Take it to the guest room and make sure the guest is in house or not from the system first, and when you get to the front of the room, ring the bell three times. If not answered, tap twice to open the door using the master card.
 - Set up the amenities on the main table in exactly the same position when entering the room, or if the table is facing the wall, then set up the amenities parallel to the chair with the cutlery position to the right of the amenities.
 - During the room setup, make sure the room door is open and not closed.
 - After set up, hurry out of the room and close the door as before.



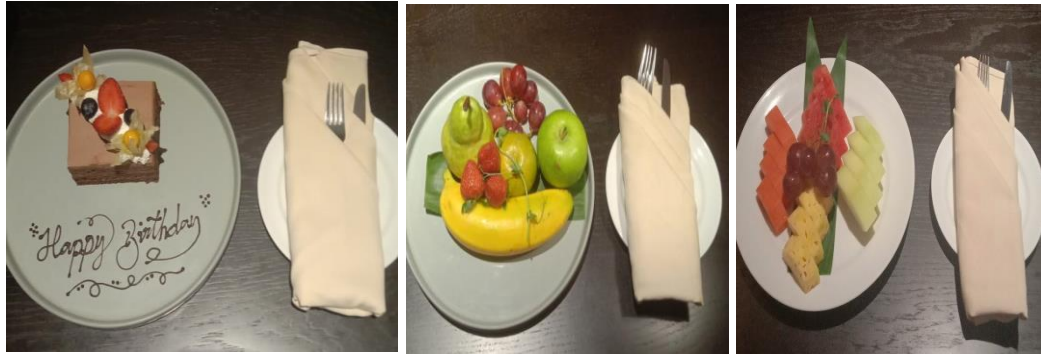


Figure 3. 3 Set Up Slice Cake and Fruit

B. Set up a welcome card

- Select the guest's name, and then type it in Microsoft Word along with the welcoming words. Then print it on a card that suits the guest; if it is a member, then it is an All Accor card but if it is a VIP, then it is just a plain card.
- The card that has been printed is signed by the manager.
- Before set up, first make sure in the system whether the guest has checked in or not. If it is done, there is no need to set it up, but if not, just set it up straight in the guest room by ringing the bell three times and then opening the door with the master card.
- The way to set up the welcome card is right in the middle of the bed, but if there is an art towel like a lotus shape, then place it in the middle of the art towel. However, if the art towel is shaped differently, like an elephant, then place the card in a standing position, leaning against the elephant's body.
- During the room setup, make sure the room door is open and not closed.
- After set up, hurry out of the room and close the door as before.

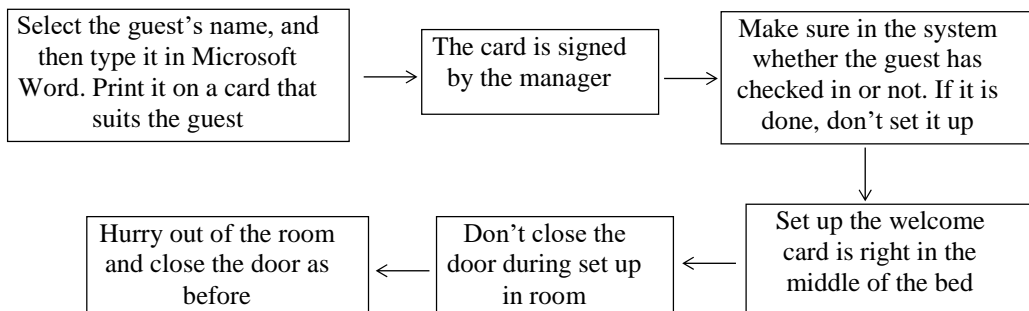




Figure 3. 4 Set Up Welcome Card

C. Look for the executive lounge

- The first thing that should be known when looking for an executive lounge is the name of each menu that is available there. Apart from that, it should be known what the guests can request outside of the menu available at the place.
- When guests come, greet them in a friendly manner, and then ask their executive lounge card and note their name and room.
- Then explain the existing menu and invite guests to enjoy it. If a guest requests it, fulfill it according to the SOP.
- If there is free time, invite guests to talk and ask their opinion about the place, the food, and the room they occupy. Try to ask the guests who come about this.
- When the guests have finished saying “thank you,” then clean the place.

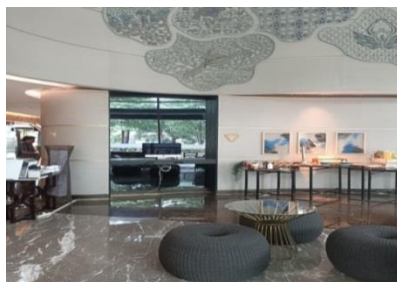
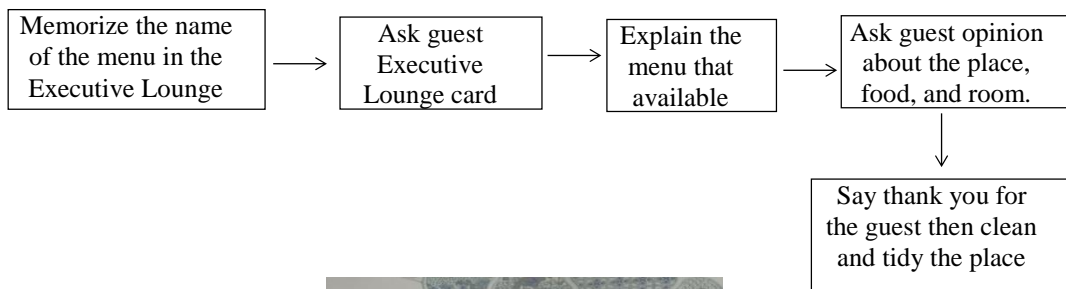


Figure 3. 5 Executive Lounge

3. Greeting the guest as a Greeter

The basic things that a greeter must have are to be friendly, speak clearly, and precisely, and have broad insight into the hotel and the area around the hotel.

Following are some steps to becoming a greeter's:

- Greet guests as they come in and out of the hotel.
- Offer assistance with guests' luggage.
- Help handle guests who leave luggage and store it in the luggage storage, as well as help keep guest luggage from the luggage storage when the concierge team is busy.
- Direct guests to the intended place.
- Become a guest information center regarding hotel facilities and activities in the hotel and other things outside the hotel, such as public transport routes, nearby shopping places, the odd-even system, etc.
- Keep the lobby clean, neat, and safe so there are no guest things left in the lobby, especially when guests are queuing for a long time. Make sure the condition remains safe.
- Looking for guest comments from guests who have checked out
- Offer to become an Accor member and register

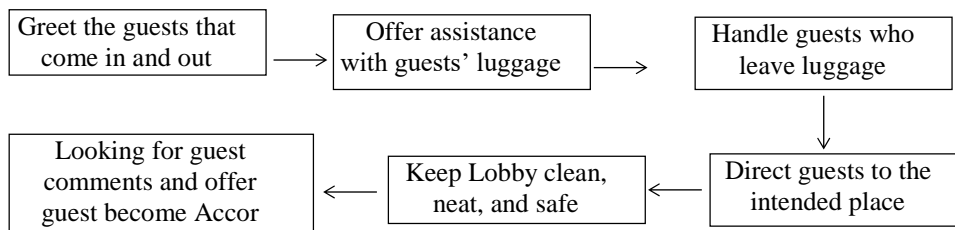


Figure 3. 6 Become a Greeter

4. Handling check in and check out

There are several steps to check-in and check-out the guest, as follows:

A. Check In

- Greet the guest and be friendly.
- Ask for the booking confirmation of the guest and search in the system.
- Ask for the guest ID card or passport that is relevant to the name of the book.
- Read the reservation details to the guest before checking in the guest's book, such as the period of stay, room type, room preference, room only or including breakfast, payment method, guarantee deposit, membership, or offering if not a member.
- Next to the step to check in in the system, click the arrow with the direction "I want to," and then click assign room. Choose the room that is relevant to the guest's request.
- After that, click check in, and next, click complete check in. The system will show the option "want to register the card or not" and click "yes." Print the registration card (RC) and ask the guest to sign the registration. Also ask for the guest's phone number.
- Click the option "I want to" again and click billing. Look at the payment method of the guest. If the guest books with a travel agent, the payment already paid by the guest and travel agent will be attached to the virtual credit card for the payment. However, if the guest books by personal, the payment has not yet paid.
- After that, click "I want to" and click Create Keys. Put the key into the key jacket and give it to the guest.
- Explain the details of the room, such as the smoking or non-smoking room and, as a consequence, the floor of the room, lift that will be used, hotel facilities, operational hours, and Wi-Fi.
- Input the guest personal such as phone number, email and address if it is possible.

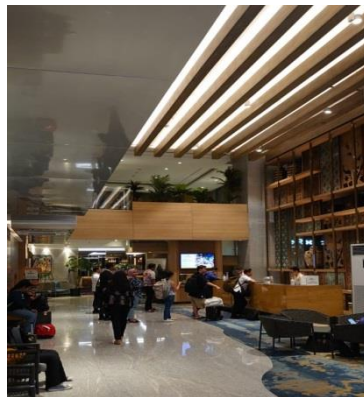
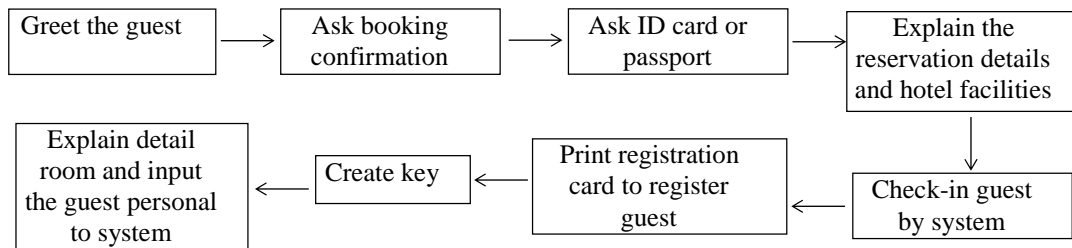


Figure 3. 7 Check-in the Guest

B. Check Out

- Greet the guest and be friendly.
- Ask for the guest key and search for the room number.
- Look at the “balance” option. If the balance is not 0, it means that there are no payments. If the number of balances is minus, it means that the guest has open a deposit, but if the balance number is plus, it means that the guest has not paid.
 - If it is already 0, check the name to see if there are any signs such as DNM, LCO, or DONE REG; delete first, then check out the guest. If the balance is not 0, it means that there are no payments. If the number of balances is minus, it means that the guest has open a deposit, but if the balance number is plus, it means that the guest has not paid.
 - If the guest opens a deposit, ask for the guest’s credit card and pay the payment until the balance is 0. After that, checkout the guest.
 - If the guest still has payment that has not been paid. Check first in

the notes or alert, then check in the billing and look at the payment that was input there.

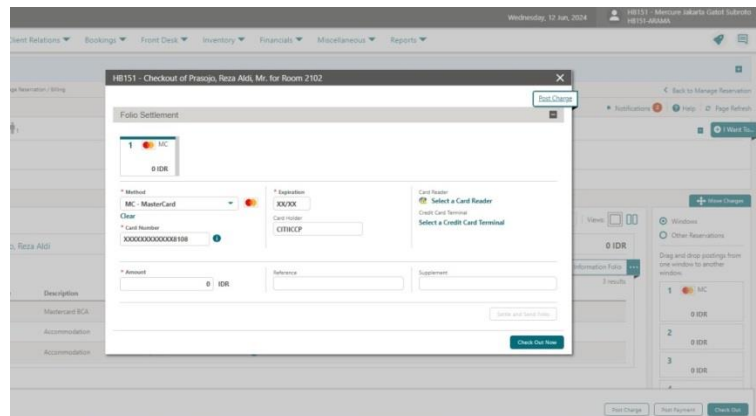
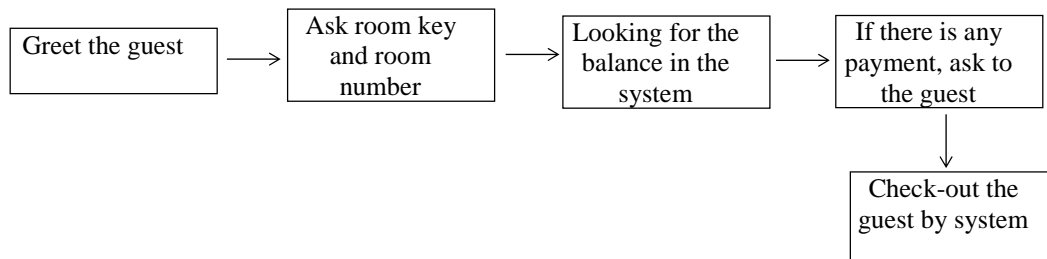


Figure 3. 8 Check-Out the Guest

3.3 Place of Apprenticeship

The apprenticeship was started from February 27th, 2024, until June 15th, 2024. It was done at Mercure Jakarta Gatot Subroto, Jl. Gatot Subroto No. Kav 1, West Kuningan, Mampang Prapatan, South Jakarta, DKI Jakarta, 12790.

3.4 Kind and Description of the Activity

These are the daily activities in front office at Mercure Jakarta Gatot Subroto.

Table 3. 1 Agenda of Activities of February 27th – March 4th 2024

No.	Day / Date	Activity	Place
1	Tuesday, February 27 th 2024	Introducing to hotel parts and job desk	Garuda meeting room and Operator
2	Wednesday, February 28 th 2024	1. Taking the report from in-house on system 2. Doing Courtesy 2, guest In-house in afternoon	Operator
3	Thursday, February 29 th 2024	1. Taking the report from expected departure on system 2. Doing Courtesy 1, guest expected departure at 10.30	Operator
4	Friday, March 1 ST 2024	Calculating member stays from September to February	Operator
5	Saturday, March 2 nd 2024	1. Taking the report from in-house on system 2. Doing courtesy 3, guest in-house at evening and no answer on courtesy 2	Operator
6	Sunday, March 3 rd 2024	DAY OFF	
7	Monday, March 4 th 2024	DAY OFF	

Table 3. 2 Agenda of Activities of March 5th – March 11th 2024

No.	Day / Date	Activity	Place
1	Tuesday, March 5 th 2024	Picking up and delivering cake amenities for members	Kitchen and member's room
2	Wednesday, March 6 th 2024	Making key jacket	Office FO
3	Thursday, March 7 th 2024	Filling Outstanding file	Operator
4	Friday, March 8 th 2024	Making log daily guest request	Operator
5	Saturday, March 9 th 2024	Learning to operating the Opera system	Operator
6	Sunday, March 10 th 2024	DAY OFF	
7	Monday, March 11 th 2024	DAY OFF	

Table 3. 3 Agenda of Activities of March 12th – March 18th 2024

No.	Day / Date	Activity	Place
1	Tuesday, March 12 th 2024	Making the luggage tag	Lobby Front Office
2	Wednesday, March 13 th 2024	SICK	
3	Thursday, March 14 th 2024	SICK	
4	Friday, March 15 th 2024	Greeting guest as a Greeter	Lobby Front Office
5	Saturday, March 16 th 2024	Greeting guest as a Greeter	Lobby Front Office
6	Sunday, March 17 th 2024	DAY OFF	
7	Monday, March 18 th 2024	DAY OFF	

Table 3. 4 Agenda of Activities of March 19th – March 25th 2024

No.	Day / Date	Activity	Place
1	Tuesday, March 19 th 2024	1. Making the Welcome Drink and Executive Lounge for members 2. Given upon check in	Reception
2	Wednesday, March 20 th 2024	Filing the Blue Bird Charge Voucher for the guest	Reception
3	Thursday, March 21 st 2024	Filing the Receipt file	Reception
4	Friday, March 22 nd 2024	1. Taking e note for the VIP request 2. Delivering the note to kitchen or chief 3. Picking up and deliver the request to the guest	Executive Lounge, Kitchen, and guest room
5	Saturday, March 23 rd 2024	Filling the Room Move Form for the guest	Reception
6	Sunday, March 24 th 2024	DAY OFF	
7	Monday, March 25 th 2024	DAY OFF	

Table 3. 5 Agenda of Activities of March 26th – April 1st 2024

No.	Day / Date	Activity	Place
1	Tuesday, March 26 th 2024	Filling the Paid Out / Refund form for the report	Reception
2	Wednesday, March 27 th 2024	Filling the Adjustment / Rebate Form	Reception
3	Thursday, March 28 th 2024	Filling the Miscellaneous Charge by SPA and laundry for the guest	Reception
4	Friday, March 29 th 2024	DAY OFF (EASTERN DAY)	
5	Saturday, March 30 th 2024	DAY OFF	
6	Sunday, March 31 st 2024	DAY OFF	
7	Monday, April 1 st 2024	Filling the Payable Form Receipt	Reception

Table 3. 6 Agenda of Activities of April 2nd – April 8th 2024

No.	Day / Date	Activity	Place
1	Tuesday, April 2 nd 2024	Filling the Personal Request Form	Reception
2	Wednesday, April 3 rd 2024	Learning to fill the Registration Card	Reception
3	Thursday, April 4 th 2024	Greeting guests as a Greeter	Lobby Front Office
4	Friday, April 5 th 2024	Greeting guests as a Greeter	Lobby Front Office
5	Saturday, April 6 th 2024	Greeting guests as a Greeter	Lobby Front Office
6	Sunday, April 7 th 2024	DAY OFF	
7	Monday, April 8 th 2024	DAY OFF	

Table 3. 7 Agenda of Activities of April 9th – April 15th 2024

No.	Day / Date	Activity	Place
1	Tuesday, April 9 th 2024	1. Making voucher for the VIP guest or member 2. Setting up the voucher in the guest room	Executive Lounge and guest room
2	Wednesday, April 10 th 2024	1. Picking up and deliver slice cake by guest request 2. Setting up in the guest room with welcoming card	Executive Lounge, Kitchen, and guest room
3	Thursday, April 11 th 2024	Looking for Executive Lounge	Executive Lounge
4	Friday, April 12 th 2024	Updating nationality guests in the system	Operator
5	Saturday, April 13 th 2024	Making file of Long Stay Guest	Operator
6	Sunday, April 14 th 2024	DAY OFF	
7	Monday, April 15 th 2024	DAY OFF	

Table 3. 8 Agenda of Activities of April 16th – April 22nd 2024

No.	Day / Date	Activity	Place
1	Tuesday, April 16 th 2024	Checking in the guest	Reception
2	Wednesday, April 17 th 2024	Learning the system about Floor Plan	Reception
3	Thursday, April 18 th 2024	Setting up wakeup call for the guest request	Reception
4	Friday, April 19 th 2024	Checking in the guest	Reception
5	Saturday, April 20 th 2024	Doing Withdrawal of payment of the guest	Reception
6	Sunday, April 21 st 2024	DAY OFF	
7	Monday, April 22 nd 2024	DAY OFF	

Table 3. 9 Agenda of Activities of April 23rd – April 29th 2024

No.	Day / Date	Activity	Place
1	Tuesday, April 23 rd 2024	Doing Courtesy 1 and courtesy 2	Operator
2	Wednesday, April 24 th 2024	Handling VIP request	GRO
3	Thursday, April 25 th 2024	Greeting guests as a Greeter	Lobby Front Office
4	Friday, April 26 th 2024	Greeting guests as a Greeter	Lobby Front Office
5	Saturday, April 27 th 2024	Greeting guests as a Greeter	Lobby Front Office
6	Sunday, April 28 th 2024	DAY OFF	
7	Monday, April 29 th 2024	DAY OFF	

Table 3. 10 Agenda of Activities of April 30th – May 6th 2024

No.	Day / Date	Activity	Place
1	Tuesday, April 30 th 2024	1. Making voucher for the VIP guest or member 2. Setting up the voucher in the guest room	Executive Lounge and Guest Room
2	Wednesday, May 1 st 2024	Studying at Front Desk Agent	Reception
3	Thursday, May 2 nd 2024	Looking for Guest Review by Google Review	Lobby
4	Friday, May 3 rd 2024	Looking for Guest Review by Google Review	Lobby
5	Saturday, May 4 th 2024	Studying at Front Desk Agent	Reception
6	Sunday, May 5 th 2024	DAY OFF	
7	Monday, May 6 th 2024	DAY OFF	

Table 3. 11 Agenda of Activities of May 7th – May 13th 2024

No.	Day / Date	Activity	Place
1	Tuesday, May 7 th 2024	Studying at Front Desk Agent	Reception
2	Wednesday, May 8 th 2024	Studying at Front Desk Agent	Reception
3	Thursday, May 9 th 2024	Studying at Front Desk Agent	Reception
4	Friday, May 10 th 2024	Studying at Front Desk Agent	Reception
5	Saturday, May 11 th 2024	Studying at Front Desk Agent	Reception
6	Sunday, May 12 th 2024	DAY OFF	
7	Monday, May 13 th 2024	DAY OFF	

Table 3. 12 Agenda of Activities of May 14th – May 20th 2024

No.	Day / Date	Activity	Place
1	Tuesday, May 14 th 2024	Studying at Front Desk Agent	Reception
2	Wednesday, May 15 th 2024	Studying at Front Desk Agent	Reception
3	Thursday, May 16 th 2024	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Lobby Front Office
4	Friday, May 17 th 2024	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Lobby Front Office
5	Saturday, May 18 th 2024	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Lobby Front Office
6	Sunday, May 19 th 2024	DAY OFF	
7	Monday, May 20 th 2024	DAY OFF	

Table 3. 13 Agenda of Activities of May 21st – May 27th 2024

No.	Day / Date	Activity	Place
1	Tuesday, May 21 st 2024	Studying at Front Desk Agent	Reception
2	Wednesday, May 22 nd 2024	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Lobby Front Office
3	Thursday, May 23 rd 2024	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Lobby Front Office
4	Friday, May 24 th 2024	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Lobby Front Office
5	Saturday, May 25 th 2024	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Lobby Front Office
6	Sunday, May 26 th 2024	DAY OFF	
7	Monday, May 27 th 2024	DAY OFF	

Table 3. 14 Agenda of Activities of May 28th – June 3rd 2024

No.	Day / Date	Activity	Place
1	Tuesday, May 28 th 2024	Studying at Front Desk Agent	Reception
2	Wednesday, May 29 th 2024	Studying at Front Desk Agent	Reception
3	Thursday, May 30 th 2024	Studying at Front Desk Agent	Reception
4	Friday, May 31 th 2024	Checking – Out Guest’s Room	Back Lobby/ Old Lobby
5	Saturday, June 1 st 2024	Taking Out RC	Reception
6	Sunday, June 2 nd 2024	DAY OFF	
7	Monday, June 3 rd 2024	DAY OFF	

Table 3. 15 Agenda of Activities of June 4th – June 10th 2024

No.	Day / Date	Activity	Place
1	Tuesday, June 4 th 2024	Filling the GRO DAILY REPORT	GRO / Executive Lounge
2	Wednesday, June 5 th 2024	Sending Text to the Member by Whatsapp	GRO / Executive Lounge
3	Thursday, June 6 th 2024	Making Mirror Wording	Guest Room
4	Friday, June 7 th 2024	Studying at Front Desk Agent	Reception
5	Saturday, June 8 th 2024	Studying at Front Desk Agent	Reception
6	Sunday, June 9 th 2024	DAY OFF	
7	Monday, June 10 th 2024	DAY OFF	

Table 3. 16 Agenda of Activities of June 11th – June 17th 2024

No.	Day / Date	Activity	Place
1	Tuesday, June 11 th 2024	Studying at Front Desk Agent	Reception
2	Wednesday, June 12 th 2024	Studying at Front Desk Agent	Reception
3	Thursday, June 13 th 2024	Studying at Front Desk Agent	Reception
4	Friday, June 14 th 2024	Studying at Front Desk Agent	Reception
5	Saturday, June 15 th 2024	Studying at Front Desk Agent	Reception
6	Sunday, June 16 th 2024	DAY OFF	
7	Monday, June 17 th 2024	DAY OFF	

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

After doing apprenticeship program at Hotel Mercure Jakarta Gatot Subroto, there is some conclusion as follows:

1. There are several types of divisions and types of work that have been completed during apprenticeship, including the types of divisions.
 - A. Becoming a Greeter, greeting guests and providing information that guests need.
 - B. GRO, whose work including filling out the GRO daily report, handling guest requests for both VIPs and members, setting up welcome cards or amenities such as fruit or cakes for members and VIP guests, looking after the Executive Lounge, looking for TripAdvisor reviews from guests, and sending text invitations to asking for the arrival time of the members who will check-in tomorrow.
 - C. Operator whose job includes handling chat via WhatsApp, doing courtesy Duo Out (Expected Departure), doing courtesy guest in-house 1, doing courtesy guest in-house 2, filling in 'long stay guest' file, updating nationality, handling telephone, filling in 'daily request guest' file, filling in 'outstanding' file and sending a review link to member or VIP guests who have checked-out.
 - D. FDA/ Reception whose work includes daily taking-out RC, checking-in, checking-out, making key jackets, assigning rooms to guest arriving tomorrow, and handling incoming calls.
2. There are several hard documents used in activities during the apprenticeship such as: guest Registration Card (RC), folio/payment receipt, sales draft, luggage tag, voucher ALL Accor for Executive Lounge or Welcome Drink, Welcome Card member or VIP, payable form receipt, paid out or refund, internal transfer form, VIP request, guests comment, lost and found form, and enrollment member. Apart from that, during the apprenticeship program, activities also used tools and systems such as

telephone, printer, ADC machines, BCA or Mandiri, Microsoft Excel, and the system is Opera Cloud.

3. All working procedure carried out during the apprenticeship at Mercure Jakarta Gatot Subroto are carried out in accordance with the provisions of the SOP that apply in Mercure Jakarta Gatot Subroto.

4.2 Suggestion

Some suggestion that the author can give based on apprenticeship experience that has been completed for one semester:

1. Suggestions for company
 - Must prioritize health and become more familiar with the interns so that the interns do not hesitate to ask question and gain knowledge.
2. Suggestion for students
 - a. For student to deepen their learning in class before starting the apprenticeship
 - b. Leave a good Impression and increase the knowledge gained during the apprenticeship so it can be used for future work.
3. Suggestion for D3 English Study Program
 - a. Study and deepen the knowledge in the apprentice field because it has the potential to determine the future career.
 - b. The world of hospitality is not that easy to reach and experience, so it requires persistence in studying tis field.
 - c. If there is a desire to deepen the knowledge, it must be prepared to lose time.
 - d. The most important thing in working is being consistent, serious, able to work well with colleagues, and behaving professionally both with guests and colleagues especially in the hospitality

REFERENCES

Hotel Mercure Jakarta Gatot Subroto.,

<https://www.google.co.id/search?ibp=gwp;0,7&q=Hotel+Mercure+Jakarta+Gatot+Subroto&ludocid=12550523931796133314&localrb=1&lsig=AB86z5VJMKK31R1JOS47NgDOE-B1#lkt=LocalPoiReviews&lpg=cid:CgIgAQ%3D%3D>

Accor., [https://group.accor.com/en/Search/Search-](https://group.accor.com/en/Search/Search-Coveo#q=vision%20and%20mission&t=All&sort=relevancy)

[Coveo#q=vision%20and%20mission&t=All&sort=relevancy](https://group.accor.com/en/Search/Search-Coveo#q=vision%20and%20mission&t=All&sort=relevancy)

Panduan KP Polbeng https://www.polbeng.ac.id/official/download/Panduan_KP_Polbeng.pdf

APPENDICES

Appendix 1 : Apprenticeship Recommendation Letter



KEMENTERIAN PENDIDIKAN, KEBUDAYAAN,
RISET, DAN TEKNOLOGI
POLITEKNIK NEGERI BENGKALIS
Jalan Bathin Alam, Sungai Alam, Bengkalis, Riau 28711
Telepon: (+62766) 24566, Fax: (+62766) 800 1000
Laman: <http://www.polbeng.ac.id>, E-mail: polbeng@polbeng.ac.id

SURAT REKOMENDASI

Nomor: 387/PL31/TU/2024

Yang bertanda tangan dibawah ini :

Nama : Johny Custer, ST., M.T
NIP : 197404022012121004
Jabatan : Direktur
Instansi : Politeknik Negeri Bengkalis

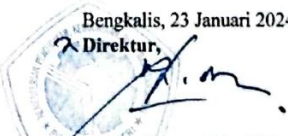
Memberikan rekomendasi kepada Mahasiswa yang tercantum dibawah ini :

Nama : Kristina Mulana Manalu
Nim : 5203211143
Tempat, Tanggal Lahir : Bandar Padang, 26 Oktober 2003
Asal Institusi : Politeknik Negeri Bengkalis
Alamat Institusi : JL. Bathin Alam, Desa Sungai Alam, Bengkalis
Jurusan/Program Studi : Bahasa/D3-Bahasa Inggris
No Hp : 0822-6826-4267

Untuk mengikuti/menjadi peserta Program Magang dan studi Independen Bersertifikat (MSIB) Kampus Merdeka Tahun 2024 di Mercure Hotel Kota Jakarta. Dalam rangka pengembangan diri mahasiswa, maka kami menyatakan:

1. Mendukung penuh pembelajaran mahasiswa melalui pengalaman Kampus Merdeka.
2. Memberikan pengakuan hasil belajar mahasiswa Program MSIB sebesar 20 SKS setelah penyelesaian program.

Demikian surat rekomendasi ini dibuat agar dapat dipergunakan sebagaimana mestinya.

Bengkalis, 23 Januari 2024
Direktur,

Johny Custer, ST., MT
NIP. 197404022012121004

Appendix 2: Apprenticeship Letter

MERCURE
HOTELS
JAKARTA GATOT SUBROTO

SURAT KETERANGAN
< 030/TC/TCM/XI/2024 >

Yang bertanda tangan di bawah ini menerangkan bahwa :


Nama : KRISTINA MULANA MANALU
Tempat/ Tgl. Lahir : Bandar Padang / 26 Oktober 2003
Alamat : *Jl. Lintas Selatan Bandar Padang*

Telah melakukan Kerja Praktek pada hotel kami, Mercure Jakarta Gatot Subroto sejak tanggal 27 Februari sampai dengan 15 Juni 2024 sebagai tenaga Kerja Praktek (KP)

Selama bekerja di perusahaan kami, yang bersangkutan telah menunjukkan ketekunan dan kesungguhan bekerja dengan baik.

Surat keterangan ini diberikan untuk dipergunakan sebagaimana mestinya. Demikian agar yang berkepentingan maklum.

Jakarta, 15 Juni 2024


< JAKARTA GATOT SUBROTO >
Riezka Veliza
Talent & Culture (HR) Manager

Appendix 3: Certificated of Internship



Appendix 4: Evaluation Form

PENILAIAN DARI PERUSAHAAN KERJA PRAKTEK HOTEL MERCURE JAKARTA GATOT SUBROTO

Nama : KRISTINA MULANA MANALU
NIM : 5203211143
Program Studi : D3 BAHASA INGGRIS
Kampus : POLITEKNIK NEGERI BENGKALIS

No.	Aspek Penilaian	Bobot	Nilai
1.	Disiplin	20%	90
2.	Tanggung jawab	25%	90
3.	Penyesuaian diri	10%	90
4.	Hasil kerja	30%	90
5.	Perilaku secara umum	15%	90
Total Jumlah (1+2+3+4+5)		100%	90

Keterangan :
Nilai: : **Kriteria**
81 – 100 : Istimewa
71 – 80 : Baik sekali
66 – 70 : Baik
61 – 70 : Cukup Baik
56 – 60 : Cukup

Catatan:

- Konsisten aktif bertemu dengan tamu untuk mingke
- Tanggung jawab perlu ditingkatkan lagi, tetapi sudah Bagus.

Jakarta, 15 Juni 2024



HOTELS
JAKARTA GATOT SUBROTO

Veronika Wulandari
Supervisor HRD

Appendix 5: List of Attendance

DAFTAR ABSENSI MAHASISWA KERJA PRAKTIK

Nama : Kristina Mulana Manalu
 Nim : 5203211143
 Prodi: : D3 Bahasa Inggris
 Perguruan Tinggi : Politeknik Negeri Bengkalis

No	Hari	Tanggal	Paraf		Keterangan
			Mahasiswa	Pembimbing KP	
1	Selasa	27 Februari 2024	<i>[Signature]</i>	<i>[Signature]</i>	
2	Rabu	28 Februari 2024	<i>[Signature]</i>	<i>[Signature]</i>	
3	Kamis	29 Februari 2024	<i>[Signature]</i>	<i>[Signature]</i>	
4	Jumat	1 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
5	Sabtu	2 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
6	Selasa	5 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
7	Rabu	6 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
8	Kamis	7 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
9	Jumat	8 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
10	Sabtu	9 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
11	Selasa	12 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
12	Rabu	13 Maret 2024	-	-	Sakit
13	Kamis	14 Maret 2024	-	-	Sakit
14	Jumat	15 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
15	Sabtu	16 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
16	Selasa	19 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
17	Rabu	20 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
18	Kamis	21 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
19	Jumat	22 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
20	Sabtu	23 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
21	Selasa	26 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
22	Rabu	27 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
23	Kamis	28 Maret 2024	<i>[Signature]</i>	<i>[Signature]</i>	
24	Jumat	29 Maret 2024	-	-	Libur Hari Paskah
25	Senin	01 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
26	Selasa	02 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
27	Rabu	03 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
28	Kamis	04 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
29	Jumat	05 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
30	Sabtu	06 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
31	Selasa	09 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
32	Rabu	10 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
33	Kamis	11 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
34	Jumat	12 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
35	Sabtu	13 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
36	Selasa	16 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
37	Rabu	17 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
38	Kamis	18 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	

No	Hari	Tanggal	Paraf		Keterangan
			Mahasiswa	Pembimbing KP	
39	Jumat	19 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
40	Sabtu	20 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
41	Selasa	23 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
42	Rabu	24 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
43	Kamis	25 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
44	Jumat	26 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
45	Sabtu	27 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
46	Selasa	30 April 2024	<i>[Signature]</i>	<i>[Signature]</i>	
47	Rabu	01 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
48	Kamis	02 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
49	Jumat	03 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
50	Sabtu	04 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
51	Selasa	07 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
52	Rabu	08 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
53	Kamis	09 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
54	Jumat	10 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
55	Sabtu	11 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
56	Selasa	14 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
57	Rabu	15 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
58	Kamis	16 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
59	Jumat	17 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
60	Sabtu	18 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
61	Selasa	21 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
62	Rabu	22 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
63	Kamis	23 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
64	Jumat	24 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
65	Sabtu	25 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
66	Selasa	28 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
67	Rabu	29 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
68	Kamis	30 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
69	Jumat	31 Mei 2024	<i>[Signature]</i>	<i>[Signature]</i>	
70	Sabtu	01 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	
71	Selasa	04 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	
72	Rabu	05 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	
73	Kamis	06 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	
74	Jumat	07 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	
75	Sabtu	08 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	
76	Selasa	11 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	
77	Rabu	12 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	
78	Kamis	13 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	
79	Jumat	14 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	
80	Sabtu	15 Juni 2024	<i>[Signature]</i>	<i>[Signature]</i>	

Catatan

Total kehadiran
 Izin : -
 Sakit : 2
 Tanpa Keterangan: -

Jakarta, 14 Juni 2024

Pembimbing Perusahaan


Veronika Wulandari


Appendix 6: Daily Activities Apprenticeship

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : February 27th 2024

No	Description	Supervisor	Signature
1.	Introducing	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Introduction to hotel parts and job desk

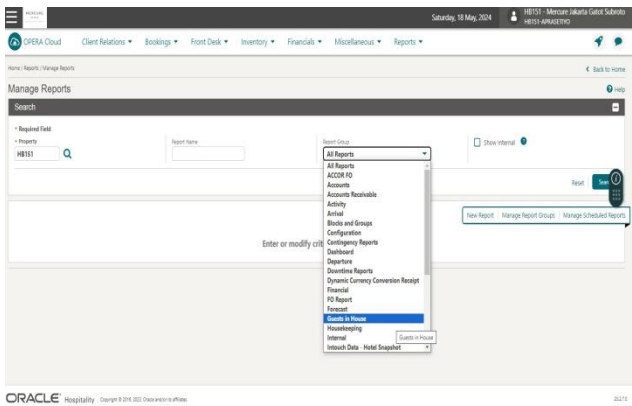
DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : February 28th 2024


No	Description	Supervisor	Signature
1.	<ol style="list-style-type: none"> 1. Taking the report from in-house on system 2. Doing Courtesy guest In-house in afternoon 	Veronika Wulandari (Mentor Perusahaan)	
Note :			

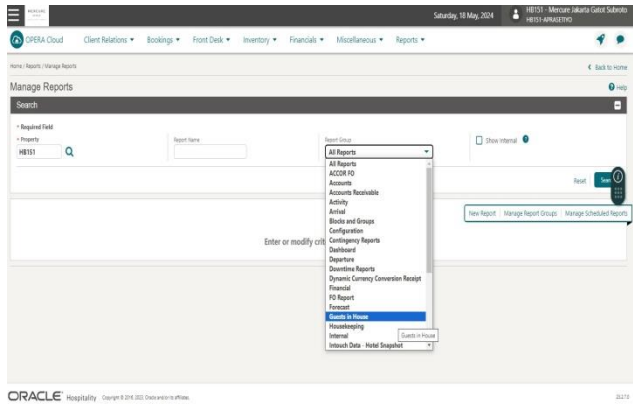
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Guest in-house courtesy is the second courtesy carried out in the afternoon at around 1 o'clock to ensure that guest rooms are clean and comfortable and that guests do not need other amenities.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Thursday

Date : February 29th 2024


No	Description	Supervisor	Signature
1.	<ol style="list-style-type: none"> 1. Taking the report from expected departure on system 2. Doing Courtesy 1, guest expected departure (do out) at 10.30 	Veronika Wulandari (Mentor Perusahaan)	
Note :			

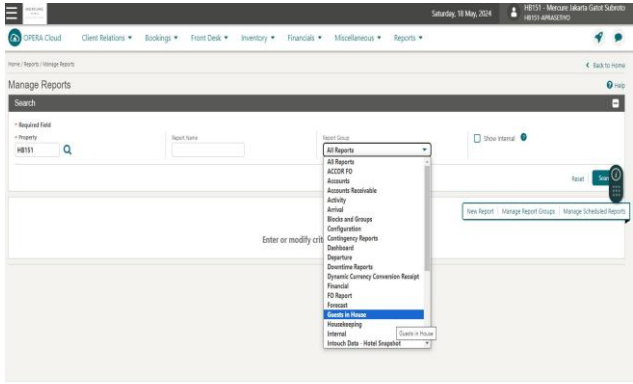
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Courtesy guest do out or guest expected departure is the first courtesy carried out in the morning at around 10.30 to determine whether the guest intends to extend their stay or check out.</p> <p>If the guest says checkout then tell the maximum check out time but if the guest wants to extend, ask whether they have made a new reservation, if not, ask the guest to a reservation immediately with the front desk or reception team.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Saturday

Date : March 2nd 2024


No	Description	Supervisor	Signature
1.	<ol style="list-style-type: none"> 1. Taking the report from in-house on system 2. Doing Courtesy 3, guest in-house at evening and no answer on courtesy 2 	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>The third courtesy was the guest in house courtesy which at the second courtesy at 1 o'clock did not answer. The third courtesy do at 7 pm. It the same like second courtesy, in this courtesy also ask whether the guest feels comfortable with the room and whether there are other facilities needed. Following this courtesy,</p> <p>Upon completion of this courtesy, all courtesy reports 1, 2 and 3 will be sent to the Duty Manager (DM) at 8 pm for review.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : March 5th 2024


No	Description	Supervisor	Signature
1.	Picking up and delivering cake amenities for members	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This amenities cake is for members which is set up in all member's rooms before finally there is a special executive lounge area where members are invited to enjoy the amenities in this place and are not taken to each member's room again.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : March 6th 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Veronika Wulandari (Mentor Perusahaan)	
Note :			

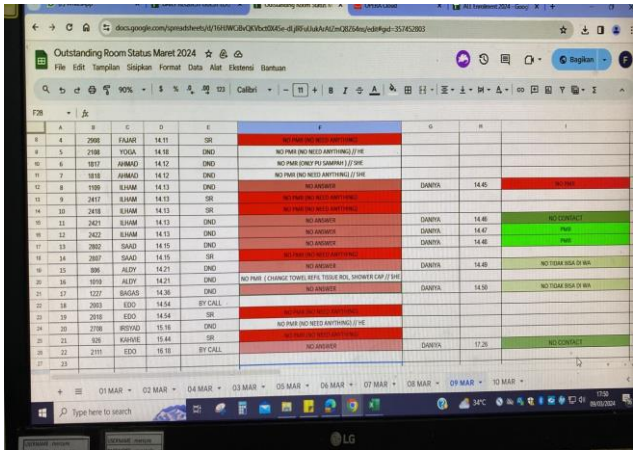
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>A key jacket is a room key cover that will be given to guests checking in. on this key jacket there is Wi-Fi and the password which is printed manually then the room information and the lift that must be used.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Thursday

Date : March 7th 2024


No	Description	Supervisor	Signature
1.	Filling Outstanding file	Veronika Wulandari (Mentor Perusahaan)	
Note :			

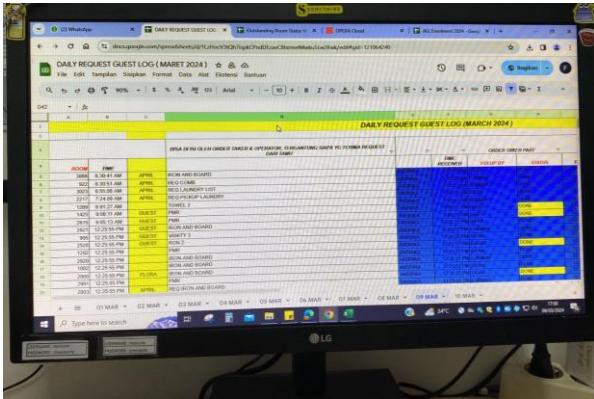
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>The Outstanding file is a Google Excel file created by the housekeeping team specifically for each guest room that will be cleaned but the guest signs do not disturb. Then the operator wills courtesy the guest via Whatsapp chat, the guest number in the system. Usually this file will start to fill up around 2 pm.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Friday

Date : March 8th 2024


No	Description	Supervisor	Signature
1.	Making log daily guest request	Veronika Wulandari (Mentor Perusahaan)	
Note :			

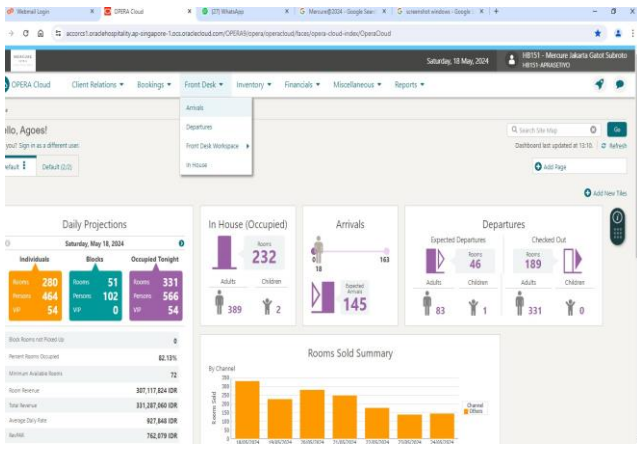
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Daily guest request is a Google Excel file created by the housekeeping team specifically for each guest request related to the housekeeping team.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Saturday

Date : March 9th 2024


No	Description	Supervisor	Signature
1.	Learning to operate the Opera system	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>On this section is learning how to operate the Opera system in general and the functions of each menu.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : March 12th 2024


No	Description	Supervisor	Signature
1.	Making the luggage tag	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning how to fill out the luggage tag form if a guest wants to leave their belongings.

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : March 15th 2024


No	Description	Supervisor	Signature
1.	Greeting guest as a Greeter	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : March 16th 2024


No	Description	Supervisor	Signature
1.	Greeting guest as a Greeter	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : March 19th 2024


No	Description	Supervisor	Signature
1.	1. Making the Welcome Drink and Executive Lounge voucher for members 2. Giving upon check in	Veronika Wulandari (Mentor Perusahaan)	
Note :			

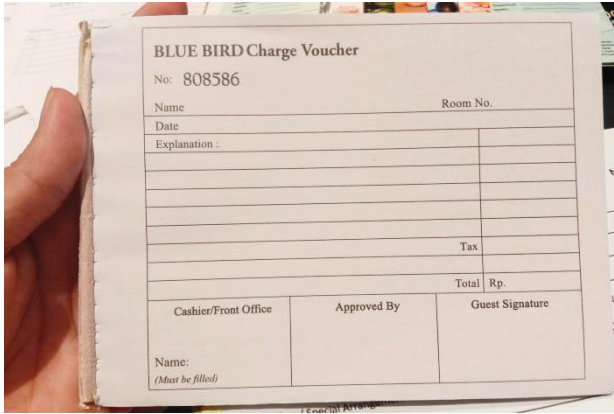
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>A welcome drink voucher is a voucher that can be exchanged at a hotel restaurant of café to get a drink according to the menu offered by the staff. However, the latest upgrade is that every Accor member can get an online welcome drink voucher from the Accor website or app automatically when booking a room so there is no longer a need for an offline voucher.</p> <p>Meanwhile, executive lounge vouchers are for members or GOTD (guest who book from a travel agent and are selected to be VIP guests that day until they check-out). This executive lounge replaces the amenities delivered to each member's guest room.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : March 20th 2024


No	Description	Supervisor	Signature
1.	Filling the Blue Bird Charge Voucher for the guest	Veronika Wulandari (Mentor Perusahaan)	
Note :			

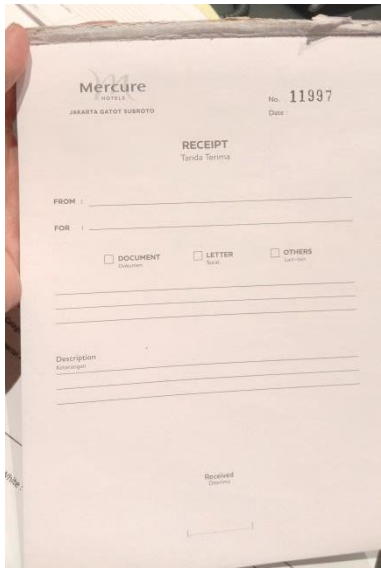
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This form is used as proof of payment for guests who use Bluebird services via hotel bookings.</p> <p>Drop out: from hotel to airport</p> <p>Pickup: from airport to hotel.</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Thursday

Date : March 21st 2024


No	Description	Supervisor	Signature
1.	Filling the Receipt file	Veronika Wulandari (Mentor Perusahaan)	
Note :			

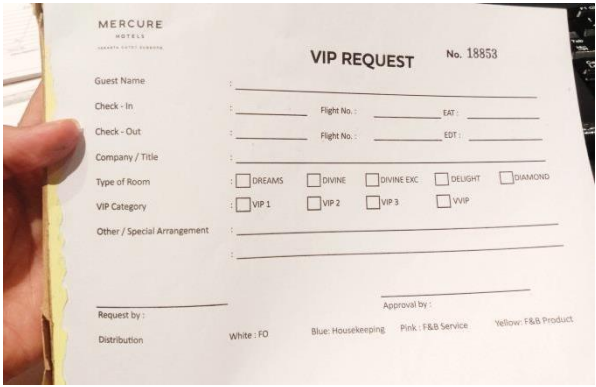
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This form is used as proof of receipt of important items such as car keys, item left behind and taken by the owner or other services, which must contain the signatures of the recipient and the owner as well as a photocopy of relevant KTP.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Friday

Date : March 22nd 2024


No	Description	Supervisor	Signature
1.	<ol style="list-style-type: none"> 1. Taking e note for the VIP request 2. Delivering the note to kitchen or chief 3. Picking up and deliver the request to the guest 	Veronika Wulandari (Mentor Perusahaan)	
Note :			

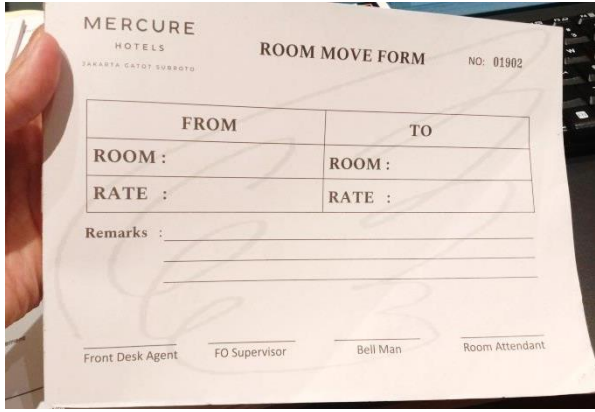
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This form is used to record food requested by VIP guests or members. After that, this form will be submitted to the kitchen or chef on duty.</p> <p>Then, the request is taken according to the time written on the form and continues to be set up in the guest room along with the cutlery.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Saturday

Date : March 23rd 2024


No	Description	Supervisor	Signature
1.	Filling the Room Move Form for the guest	Veronika Wulandari (Mentor Perusahaan)	
Note :			

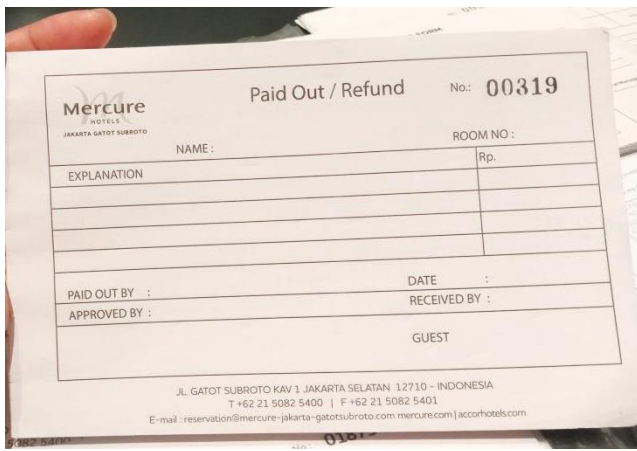
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This form is for the guest rooms that have to move due to something such as guest request to upgrade to the next level.</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : March 26th 2024


No	Description	Supervisor	Signature
1.	Filling the Paid Out / Refund form for the report	Veronika Wulandari (Mentor Perusahaan)	
Note :			

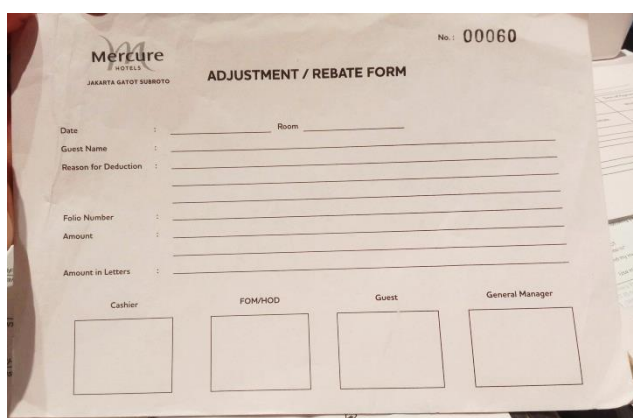
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This form is for the hotel expenses to guests. Paid out is a guest deposit method. Refund is by cash.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : March 27th 2024


No	Description	Supervisor	Signature
1.	Filling the Adjustment / Rebate Form	Veronika Wulandari (Mentor Perusahaan)	
Note :			

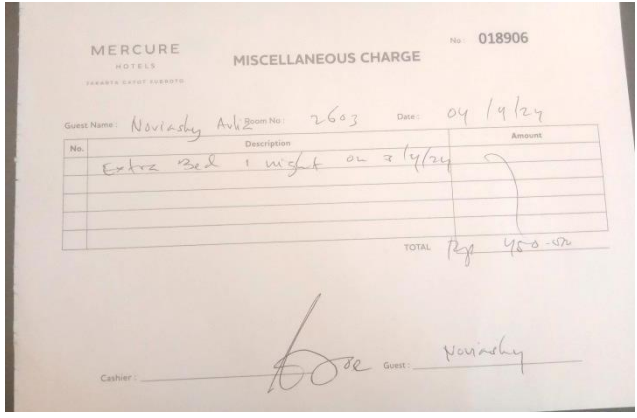
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		This is a form of hotel income such as from rooms, laundry, photocopying, or printing.

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : March 28th 2024


No	Description	Supervisor	Signature
1.	Filling the Miscellaneous Charge by SPA and laundry for the guest	Veronika Wulandari (Mentor Perusahaan)	
Note :			

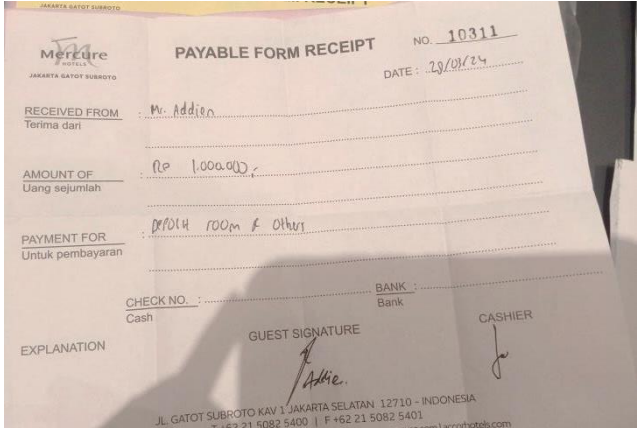
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		This form is used for guest payments such as SPA, or laundry.

DAILY ACTIVITY APPRENTICESHIP

Day : Monday

Date : March 1st 2024


No	Description	Supervisor	Signature
1.	Filling the Payable Form Receipt	Veronika Wulandari (Mentor Perusahaan)	
Note :			

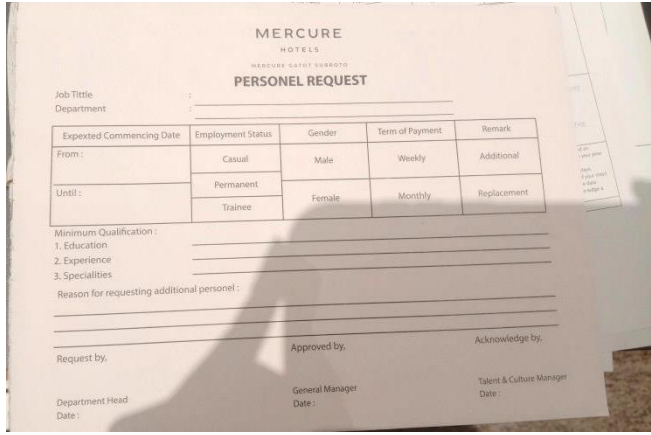
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This is a cash payment form for rooms booked by guests.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday


Date : April 2nd 2024

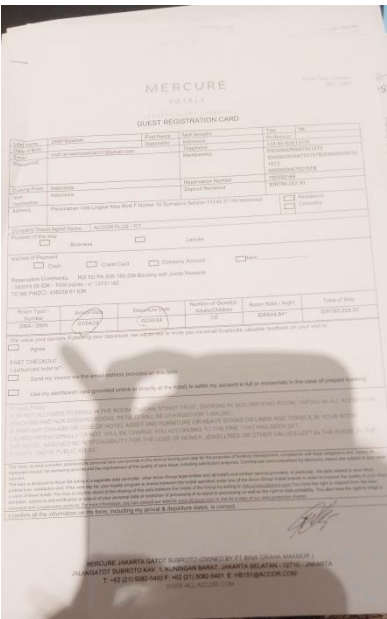
No	Description	Supervisor	Signature
1.	Filling the Personal Request Form	Veronika Wulandari (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This is a form that every department has. If they need additional employees, fill in the form and have it approved by HRD and also the hotel manager.</p>

DAILY ACTIVITY APPRENTICESHIP


Day : Wednesday
Date : April 3rd 2024


No	Description	Supervisor	Signature
1.	Learning how to fill the Registration Card	Veronika Wulandari (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This RC is filled in by guest when check-in and the general thing is the signature and cellphone number.</p> <p>Apart from that, this RC contains regulations on what guests must and must not do during their stay.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday
Date : April 4th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : April 5th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : April 6th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter	Veronika Wulandari (Mentor Perusahaan)	
Note :			

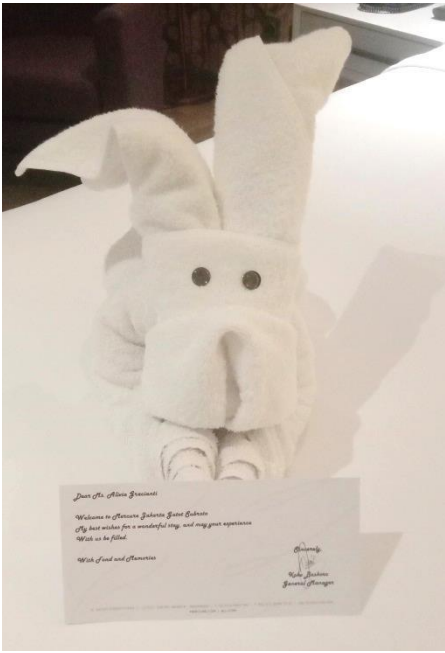
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : April 9th 2024


No	Description	Supervisor	Signature
1.	<ol style="list-style-type: none"> 1. Making voucher for the VIP guest or member 2. Setting up the voucher in the guest room 	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Make welcome words, then print them on card for VIP members or guests who will check – in today.</p> <p>For VIP guests, the cards are plain white, but for members, the cards have the Accor logo on them.</p> <p>After that, the welcome card is set up in the guest room.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday


Date : April 10th 2024


No	Description	Supervisor	Signature
1.	<ol style="list-style-type: none"> 1. Picking up and delivering slice cake by guest request 2. Setting up in the guest room with welcoming card 	Veronika Wulandari (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Slice cake is one of the requests from guests, whether members or not, and the person who handles the request until it is set up in the room is the job of the GRO (Guest Relation Officer).</p> <p>For members, the slice cake is set up at the same time as the welcome card, where the welcome card is not on the bed but above the cutlery cake.</p> <p>This slice cake will set up approximately half an hour before guests check-in, according to information from the guests, so that the cake and fruit toppings are still fresh.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday
Date : April 11th 2024


No	Description	Supervisor	Signature
1.	Looking for Executive Lounge	Veronika Wulandari (Mentor Perusahaan)	
Note :			

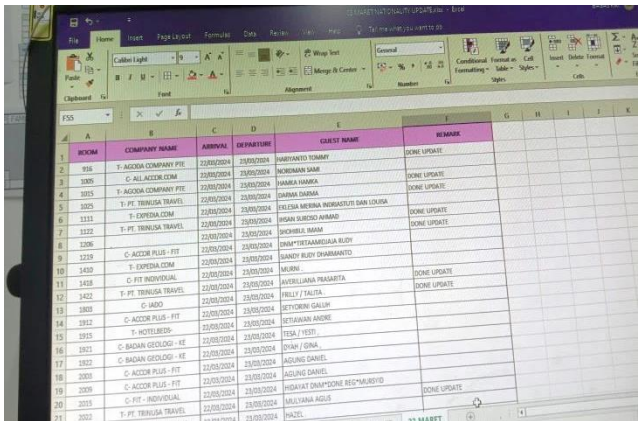
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Maintaining the executive lounge is entirely the responsibility of the GRO as well as carrying out reports related to daily GRO tasks.</p> <p>To maintain the executive lounge, things that must be known are the names of the food and drinks available, be responsible for maintaining the cleanliness of the surrounding area, and monitor the availability of food.</p> <p>If a member's guest visits, the first thing to do is ask for the voucher and invite them to enjoy the food by explaining the names of each menu,</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Friday

Date : April 12th 2024


No	Description	Supervisor	Signature
1.	Updating nationality guests in the system	Veronika Wulandari (Mentor Perusahaan)	
Note :			

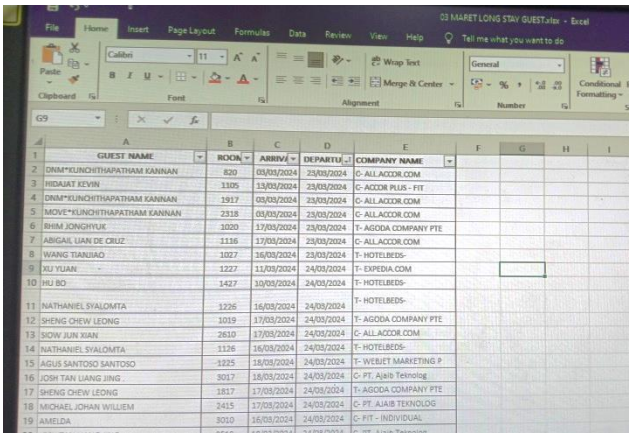
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This activity must be carried out every day in the system because each guest day in the system must have their nationality in the system.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Saturday

Date : April 13th 2024


No	Description	Supervisor	Signature
1.	Making file of Long Stay Guest	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This file is a special file created by the operator to record every guest who stays more than 7 nights and this data will always be updated every day according to their needs.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : April 16th 2024


No	Description	Supervisor	Signature
1.	Checking in the guest	Veronika Wulandari (Mentor Perusahaan)	
Note :			

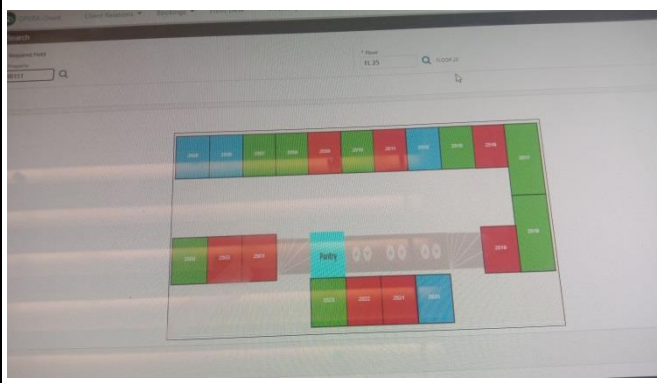
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>To check-in the guest must have permission from a senior or supervisor. In this process, there are also several steps, including: greetings, booking confirmation, id card or passport, reservation details, and hotel facilities, operational hours, Wi-Fi and room direction.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday


Date : April 17th 2024


No	Description	Supervisor	Signature
1.	Learning the system about Floor Plan	Veronika Wulandari (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>The floor plan in this system functions to determine which rooms are clean and fit for sale as well as a floor plan of the room's position.</p> <p>However, usually this menu will be opened to ensure guest requests such as view, room location in a corner or close to the lift, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday
Date : April 18th 2024


No	Description	Supervisor	Signature
1.	Setting up wakeup call for the guest request	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The wakeup call is only for guests who request it and will then be set up according to the time requested by the guest. The method is to click the set up wuc button, then enter the guest room number then enter the desire time and click the speaker.

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : April 19th 2024


No	Description	Supervisor	Signature
1.	Checking in the guest	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		To check-in the guest must have permission from a senior or supervisor. In this process, there are also several steps, including: greetings, booking confirmation, id card or passport, reservation details, and hotel facilities, operational hours, Wi-Fi and room direction.

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : April 20th 2024


No	Description	Supervisor	Signature
1.	Doing Withdrawal of payment of the guest	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Payment withdrawals using ADC can occur in the first two possibilities: payment made directly by the guest or withdrawal of guest payment from the travel agent's virtual credit card.</p> <p>After withdrawing the payment, proof must be posted in billing, in the payment menu by entering the digit virtual number, trace number, and approval code.</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : April 23rd 2024


No	Description	Supervisor	Signature
1.	Doing Courtesy 1 and courtesy 2	Veronika Wulandari (Mentor Perusahaan)	
Note :			

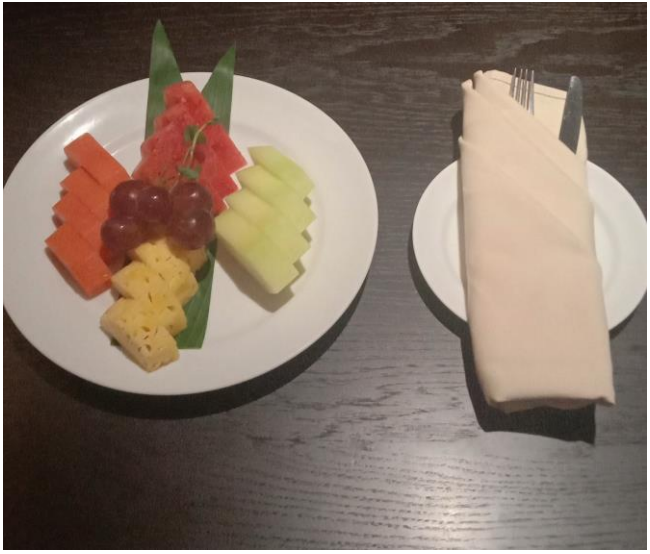
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Courtesy 1 is done out guest courtesy which is held at 10.30.</p> <p>The second courtesy is the in-house courtesy which is done at 1 pm.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday


Date : April 24th 2024


No	Description	Supervisor	Signature
1.	Handling VIP amenities	Veronika Wulandari (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Every VIP guest will be given a welcome card along with slice fruit as well as cutlery. These amenities are set up approximately half an hour or one hour before guests check- in.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday
Date : April 25th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : April 26th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : April 27th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : April 30th 2024


No	Description	Supervisor	Signature
1.	1. Making voucher for the VIP guest or member 2. Setting up the voucher in the guest room	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>VIP or member welcome cards are set up on or in front of the art towel on the bed. However, if there is no art towel, it can be set up above the cutlery if there is an amenity. However, if there is no amenity, the welcome card can be set up in the middle of the guest room bed.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : Mei 1st 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			

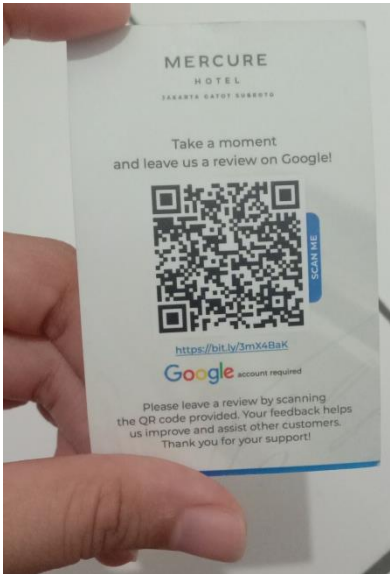
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : Mei 2nd 2024


No	Description	Supervisor	Signature
1.	Looking for Guest Review by Google Review	Veronika Wulandari (Mentor Perusahaan)	
Note :			

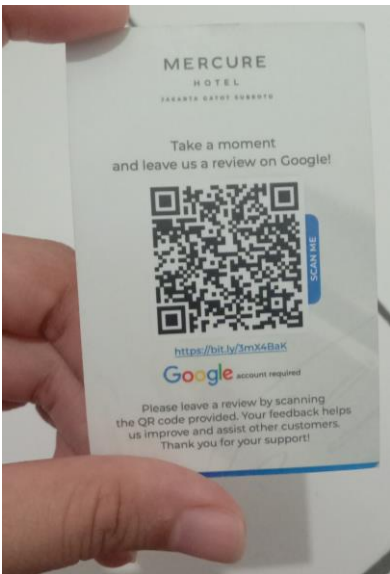
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Looking for Google reviews is done by asking guests for reviews. The first thing that must be done is to ensure that the guest has checked out and there is no feedback or problem during their stay.</p> <p>Then ask for a moment to fill in the Google review and show the QR code paper to be scanned. Do not forget to ask guests to give 5 stars, and then ask guests to also include the name of the person requesting a review in the description column.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : Mei 3rd 2024


No	Description	Supervisor	Signature
1.	Looking for Guest Review by Google Review	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Looking for Google reviews is done by asking guests for reviews. The first thing that must be done is to ensure that the guest has checked out and there is no feedback or problem during their stay.</p> <p>Then ask for a moment to fill in the Google review and show the QR code paper to be scanned. Do not forget to ask guests to give 5 stars, and then ask guests to also include the name of the person requesting a review in the description column.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : Mei 4th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : Mei 7th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : Mei 8th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : Mei 9th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : Mei 10th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : Mei 11th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : Mei 14th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Wednesday


Date : Mei 15th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday
Date : Mei 16th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : Mei 17th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : Mei 18th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : Mei 21st 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday


Date : Mei 22nd 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Veronika Wulandari (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday
Date : Mei 23rd 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : Mei 24th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : Mei 25th 2024


No	Description	Supervisor	Signature
1.	Greeting guests as a Greeter and Looking for Guest Review by Google Review	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Greet every guest who comes in and out, be a source of information for every guest, help direct them, and also ask guests for reviews by hotel Google Review.</p> <p>As a greeter, that is, one of the information centers apart from the reception, so it is very important for a greeter to have extensive knowledge about the hotel area and all its facilities, the surrounding environment, nearby entertainment venues, public transportation, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : Mei 28th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday


Date : Mei 29th 2024

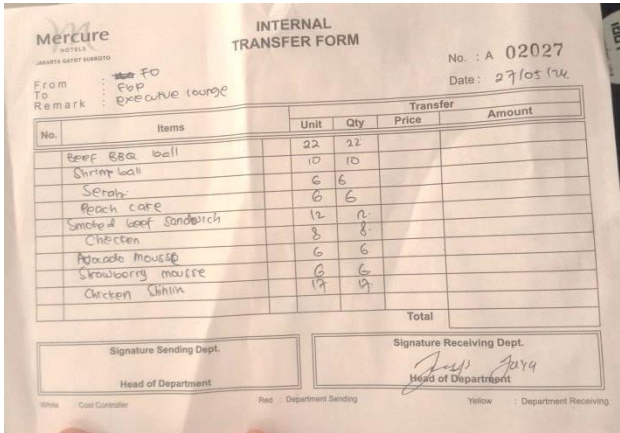
No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Thursday
Date : Mei 30th 2024


No	Description	Supervisor	Signature
1.	Making and delivering Internal Transfer Form	Veronika Wulandari (Mentor Perusahaan)	
Note :			

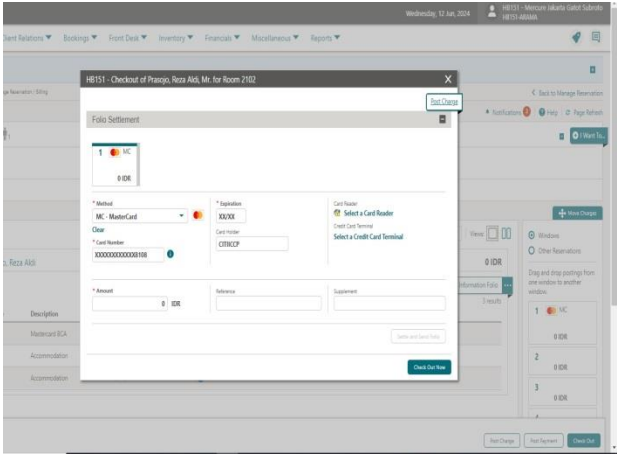
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Internal transfer forms are used for requests for facilities required by departments such as GRO will fill out this form to fill out the executive lounge menu, FDA will fill out this form to collect grab and go snack (breads) that will be given to the guests checking out.</p> <p>After filling in this form, it is then submitted to related parties such as F&B Product or kitchen.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Friday

Date : Mei 31st 2024


No	Description	Supervisor	Signature
1.	Checking out guest's room	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Checking out the guests room are carried out on the orders of Duty Manager (DM), where the room being checked out is a room that is empty and based on information from the housekeeping team.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : June 1st 2024


No	Description	Supervisor	Signature
1.	Taking Our RC (Registration Card)	Veronika Wulandari (Mentor Perusahaan)	
Note :			

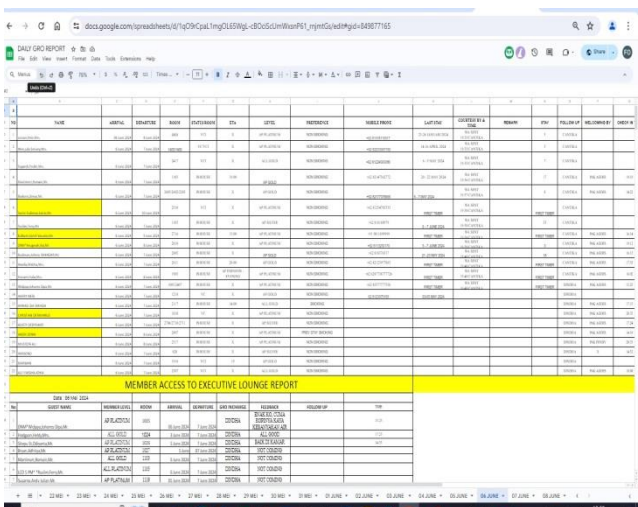
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>RC takeout is done every day by taking the RCs that have been checked out that day, then putting them together, tying them up, and giving them a name according to the check-out date. This is to make it easier if the RC is needed and will be taken back.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : June 4th 2024


No	Description	Supervisor	Signature
1.	Filling the GRO DAILY REPORT	Veronika Wulandari (Mentor Perusahaan)	
Note :			

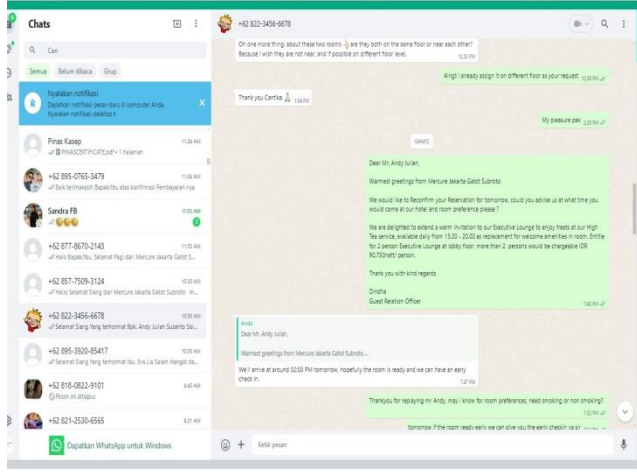
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>The GRO daily report is a report that GRO must fill out every day, which includes members who arrived today, courtesy guest in-house members, members who come to the executive lounge, courtesy members who visited the executive lounge, and also GOTD guests.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Wednesday


Date : June 5th 2024


No	Description	Supervisor	Signature
1.	Sending Text to the Members by What Sapp	Veronika Wulandari (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>This message was sent to member guests who will arrive tomorrow via the hotel's official WhatsApp number. The message sent is in the form of words welcoming arrival, asking for the estimated time of arrival, and also for Gold, Platinum, Diamond members, there is a sentence inviting them to visit the executive lounge after checking in.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday
Date : June 6th 2024


No	Description	Supervisor	Signature
1.	Making Mirror Wording	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Mirror wording is actually the task and obligation of the Housekeeping team, but at this time, due to sudden booking and the Housekeeping team being chased by targets due to high occupancy arrivals, this task has to be transferred to GRO. In this mirror wording, the theme is birthdays.

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : June 7th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : June 8th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : June 11th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : June 12th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : June 13th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : June 14th 2024


No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : June 15th 2024


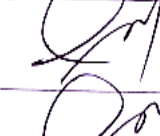



No	Description	Supervisor	Signature
1.	Studying at Front Desk Agent	Veronika Wulandari (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Learning at the FDA or reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.</p> <p>Apart from that, the FDA also teaches how to use other menus in system, how to post charges that guests will pay, post payments for room service, SPA, etc., among other things that can be done.</p> <p>Learn other things that such as making roaming list, rook blocks, handling guest requests such as car orders for tomorrow, late check-out rules, how to use and condition Accor member vouchers, etc.</p>


Appendix 7: Revision List

**CONSULTATION SHEET
HOTEL MERCURE JAKARTA GATOT SUBROTO**

Name : Kristina Mulana Manalu
Reg. Number : 5203211143
Advisor : Rionaldi, S.Pd., M.Pd

Day/Date	Revision	Advisor
June 11th, 2024	Pemulisan / tata tulis	
June 18th, 2024	Paralelism	
June 22nd, 2024	Tata letak	
June 30th, 2024	Paralelism	
July 1st 2024	Ace	

Bengkalis, 5th July 2024


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

Appendix 8: Logbook of Activity in SIAKAD

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Detail Aktivitas

Mata Kuliah Konversi

Pembimbing

Log Aktivitas

Penilaian

Mahasiswa	S203211143 - Kristina Mulana Manalu	Jenis Aktivitas	Magang/Praktik Kerja (kampus Merdeka)
Program Studi	D3 - Bahasa Inggris	Instansi Tujuan	PT. Mandiri Maju Kelatama
Periode Akademik	2023 Genap	Posisi	Front Office
Tahun Kurikulum	2020	Tanggal Aktivitas	16 Feb 2024 - 30 Jun 2024
Status Aktivitas	Berlangsung	Durasi Aktivitas	4 bulan 16 hari

Log Aktivitas
Relevansi CPMK
Relevansi RPS
Kuesioner Kegiatan
Unggah Dokumen Akhir

+ Tambah Log Aktivitas

Tanggal	Aktivitas	Aksi
15 Jun 2024	Belajar di Front Desk Agent	← →
14 Jun 2024	Belajar di Front Desk Agent	← →
13 Jun 2024	Belajar di Front Desk Agent	← →
12 Jun 2024	Belajar di Front Desk Agent	← →
11 Jun 2024	Belajar di Front Desk Agent	← →
8 Jun 2024	Belajar di Front Desk Agent	← →
7 Jun 2024	Belajar di Front Desk Agent	← →
6 Jun 2024	Membantu GRO membuat mirror wording	← →
5 Jun 2024	Mengirim pesan kepada member	← →
4 Jun 2024	Mengisi DAILY REPORT GRO	← →
1 Jun 2024	Take out RC (Registration Card)	← →
31 Mei 2024	Membantu check-out kan tamu	← →
30 Mei 2024	Membuat dan mengantar form Internal Transfer Form	← →
29 Mei 2024	Belajar di Front Desk Agent	← →
28 Mei 2024	Belajar di Front Desk Agent	← →
26 Mei 2024	Menjadi greeter	← →
24 Mei 2024	Menjadi greeter	← →
23 Mei 2024	Menjadi greeter	← →
22 Mei 2024	Menjadi greeter	← →
21 Mei 2024	Belajar di Front Desk Agent	← →
18 Mei 2024	Menjadi greeter	← →
17 Mei 2024	Menjadi greeter	← →
16 Mei 2024	Menjadi greeter	← →
15 Mei 2024	Belajar di Front Desk Agent	← →
14 Mei 2024	Belajar di Front Desk Agent	← →
11 Mei 2024	Belajar di Front Desk Agent	← →
10 Mei 2024	Belajar di Front Desk Agent	← →
10 Mei 2024	Belajar di Front Desk Agent	← →
9 Mei 2024	Belajar di Front Desk Agent	← →
8 Mei 2024	Belajar di Front Desk Agent	← →
7 Mei 2024	Belajar di Front Desk Agent	← →
4 Mei 2024	Belajar di Front Desk Agent	← →
3 Mei 2024	Mencari google Review	← →
2 Mei 2024	Mencari google Review	← →
1 Mei 2024	Belajar di Front Desk Agent	← →
30 Apr 2024	Mengantar amenities tamu VIP	← →
27 Apr 2024	Menjadi greeter	← →
26 Apr 2024	Menjadi greeter	← →
25 Apr 2024	Menjadi greeter	← →
24 Apr 2024	Menghandle VIP amenities	← →
23 Apr 2024	Melakukan courtesy 1 dan 2	← →
20 Apr 2024	Payment of guest	← →
19 Apr 2024	Check in	← →
18 Apr 2024	Set up wake up call	← →
17 Apr 2024	Floor plan	← →
16 Apr 2024	Check in proses	← →

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Date	Activity	Icons
17 Apr 2024	Room print	🔍 📄
16 Apr 2024	Check in proces	🔍 📄
13 Apr 2024	Long stay guest	🔍 📄
12 Apr 2024	Update nationality	🔍 📄
11 Apr 2024	Menjaga Executive Lounge	🔍 📄
10 Apr 2024	Mengantar request slice cake and welcome card	🔍 📄
9 Apr 2024	Membuat Welcome Card Member	🔍 📄
6 Apr 2024	Menjadi greeter	🔍 📄
5 Apr 2024	Menjadi greeter	🔍 📄
4 Apr 2024	Menjadi greeter	🔍 📄
3 Apr 2024	Cara Mengisi RC (Registration Card)	🔍 📄
2 Apr 2024	Personal Request	🔍 📄
1 Apr 2024	Payable Form Receipt	🔍 📄
28 Mar 2024	Miscellaneous Charge	🔍 📄
27 Mar 2024	Adjustment/Rebate Form	🔍 📄
26 Mar 2024	Paid Out / Refund	🔍 📄
23 Mar 2024	Room Move Form	🔍 📄
22 Mar 2024	VIP Request	🔍 📄
21 Mar 2024	Receipt	🔍 📄
20 Mar 2024	Blue Bird Charge Voucher	🔍 📄

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Date	Activity	Icons
21 Mar 2024	Receipt	🔍 📄
20 Mar 2024	Blue Bird Charge Voucher	🔍 📄
19 Mar 2024	Voucher tamu VIP/Member	🔍 📄
16 Mar 2024	Menjadi greeter	🔍 📄
15 Mar 2024	Greeter	🔍 📄
12 Mar 2024	Membuat Luggage Tag	🔍 📄
9 Mar 2024	Menjalankan / Mengoperasikan Opera	🔍 📄
8 Mar 2024	Membuat Daily Request Guest Log	🔍 📄
7 Mar 2024	Membuat Outstanding	🔍 📄
6 Mar 2024	Membuat Dompot Kartu	🔍 📄
5 Mar 2024	Menjemput dan antar Cake Amenities	🔍 📄
2 Mar 2024	Menelpon tamu in house (Courtesy 3)	🔍 📄
1 Mar 2024	Menghitung Membership	🔍 📄
29 Feb 2024	Menelpon tamu ED (Expected Depature) atau Courtesy 1	🔍 📄
28 Feb 2024	Menelpon tamu in house (Courtesy 2)	🔍 📄
27 Feb 2024	Pengenaln Bagian-Bagian Hotel dan Job Desk	🔍 📄