

**APPRENTICESHIP REPORT
AT HOTEL INTERNASIONAL SIBAYAK
BERASTAGI, NORTH SUMATERA**



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**ENGLISH STUDY PROGRAM
LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS**

2024

**APPROVAL SHEET
APPRENTICESHIP REPORT
PT. INDAH ALAM LESTARI
HOTEL INTERNASIONAL SIBAYAK
(MEMBER OF FRONT OFFICE GROUP)**

Written as one of the conditions for completing Apprenticeship

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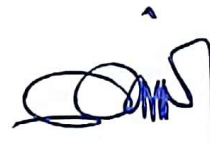
Berastagi, June 14th 2024

**Front Office Manager
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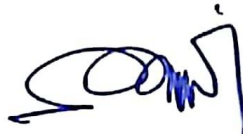
ACCEPTANCE SHEET

This is certifying that we have been examined the apprenticeship report of **Cornelia Sitio Reg. Number 5203211141** who has done the apprenticeship at Internasional Sibayak Hotel start from February 12th – June 14th 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 committed had been made.

Bengkalis, July 16th, 2024

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Although the writer has given the best efforts to minimize the errors, this report is still imperfect and needs more revision. Therefore, any kind of advice and comments are accepted to improve the next writing. Finally, the writer hopes this report will be beneficial for the readers and the other students.

Bengkalis, June 14th, 2024
Best Regards,

CORNELIA SITIO
Reg. Number: 5203211141

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CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

An apprenticeship or apprenticeship is a program of learning and practicing working directly with a company for a period of time. Companies accepting trainees are authorized to place orders and are required to provide guidance throughout the program. Students can also get a license to work in a regulated industry, Vocational training aims at vocational training to improve certain skills in a specialized field. More simply, a training or street vendor is an industry job found in an institution, institution or company that offers a training partnership program with the university. A good apprenticeship will significantly increase your chances of job success.

The hotel is an important part of the tourism industry because it provides lodging for tourists visiting an area. Students can gain direct work experience in the tourism industry by doing practical work in the tourism sector, particularly in hotels. Furthermore, practical experience in hotels allows students to learn about important aspects of hotel management such as hotel operations, financial management, marketing management, human resource management, and so on. Students will be involved in daily hotel activities such as checking in and checking out during their practical work at hotels.out-of-town visitors, food and beverage service, room maintenance, room sales, inventory management, and so on. Students will also be able to practice interpersonal skills such as communication, teamwork, and problem solving. For students interested in a career in the tourism industry, practical work in the tourism sector, particularly hotels, can provide valuable experience. Furthermore, practical work can be used to build networks and expand connections in the tourism industry.

Internships are held on Jl. Merdeka, Gundaling I, and District. Berastagi, Karo Regency, North Sumatra, The reason this hotel was chosen is because this hotel is a large hotel in Berastagi with a very good structure from management to marketing, under Sibayak's leadership of course this hotel will continue to

develop in the future.

Hopefully this program can increase the experience of intern participants. As a result, the author chose and was offered an internship in the concierge and front office department at the Sibayak International Hotel Berastagi. From February 12 to June 14, 2024, an intern works as a Concierge and Front Office staff at Sibayak Internasional Berastagi Hotel.

1.2 Significance of the Apprenticeships

1.3.1 Significance for the Apprentice

An apprenticeship help Polytechnic institutions to produce graduates who are skilled and prepared to enter the workforce upon completion of their existing knowledge and skills, as well as as acquire new ones, particularly in the fields of English and business. Through the program, the apprentice develops their ability to communicate effectively in public and capture the interest of their audience.

1.3.2 Significance for State Polytechnic of Bengkalis

Apprenticeships help Polytechnic institution to produce graduates who are skilled and prepared to enter the workforce upon completion of their studies. This in turn assist the student of State Polytechnic of Bengkalis in improving and implementing their educational programs.

1.3.3 Significance to the Company

The internship program helps improve the image and branding of Hotel Sibayak Internasional Berastagi by increasing its reputation. Additionally, because practical students have previous experience, it is easier for hotels to identify and recruit exchange students and experienced staff.

CHAPTER II

GENERAL DESCRIPTON OF THE COMPANY

2.1 Company History

Sibayak Internasional Hotel is a 4 star hotel located in Berastagi, a beautiful location in the Tanah Karo highlands, North Sumatra. It takes 90 minutes to drive from Medan City, the third largest city in Indonesia. Berastagi is located in a highland area 1400 meters above sea level with a cold climate all year round.

Sibayak Internasional Hotel has 103 rooms and cottages which are all perfectly arranged on an area of 36,000 square meters. "Each room has 14 television channels, complete with music, direct telephone connection, and 24-hour hot water shower facilities,"

Banquet Hall and Convention Hall With a capacity of 600 people, the Convention hall caters for all your event themes. Another special room for your business banquet is the Lotus Conference Hall which can accommodate 250 people

Sibayak Internasional Hotel provides food from breakfast, lunch, dinner and room service prepared by the best Chefs & Baristas in detail with the aim of satisfying your taste and taste.

Hotel Sibayak Internasional Berastagi offers a variety of accommodation options, including rooms, Presidential Suite, Deluxe, Superior, Family Suite, Family Cottage, and Standard Cottage. The resort also offers variety amenities, including a large swimming pool, spa, fitness center, and a restaurant serving delicious Indonesian and international cuisine.



Figure 2. 1 Hotel Sibayak Internasional Berastagi

2.2 Vision and Mission

Every company certainly has the desire to be better in the future, this is stated in the company vision of Hotel Sibayak Internasional, we believe in providing an extraordinary guest experience by providing sincere and personal hospitality. We are committed to creating a welcoming environment where every guest feels valued and cared for, and where we strive to exceed their expectations with attention to detail and a focus on quality. We believe in fostering a culture of mutual respect, teamwork and continuous improvement, as well as taking responsibility for our actions and their impact on the environment and society.”

This vision reflects a company that wants to be one of the largest hotels in the Indonesia, which has good management and is the most profitable, while also satisfying its customers and employees.

2.2.1 Vision

All members of the Sibayak Internasional Berastagi Hotel family always provide the best quality service and try to increase the company's productivity and performance by using all resources efficiently.

2.2.2 Mission

1. Providing the highest quality service to all customers at reasonable prices.
2. Providing benefits to improve product standards with company performance with profits to shareholders.
3. Providing a good level of welfare to all staff and employees as motivation to further improve efficiency and work standards.

2.3 Kinds of Business

Sibayak Internasional Berastagi Hotel opened in 1996 and has a luxurious and elegant design that makes it comfortable for guests to stay, with a total of 103 rooms and has several room types, namely standard rooms, executive superior, suite, junior suite, family suite, presidential suite, superior Room, Deluxe Room, Standard Cottage, Family Cottage.

Sibayak hotel also has a restaurant with various types of food, traditional and international cuisine, such as Asian and Western cuisine. The Sibayak Berastagi Hotel also provides spa services that can pamper its guests, with typical Indian aromatherapy which is open 24 hours and services are carried out in the hotel's guest rooms.

Hotel Sibayak opened in 1996 as a modern, stylish and luxurious property that provides an ideal blend of comfort and convenience for guests. This hotel has 103 well-appointed rooms, an outdoor swimming pool, beautiful rooms, a restaurant serving selected cuisine, and a spa with a variety of treatments. The name "Rimbun" means "fertile" in Malay, reflecting the hotel's beautiful and green environment.



Figure 2. 2 Superior Room at Hotel Sibayak Internasional Berastagi

2.4 Organizational Structure

There are several Hotel departments such as the secretariat.

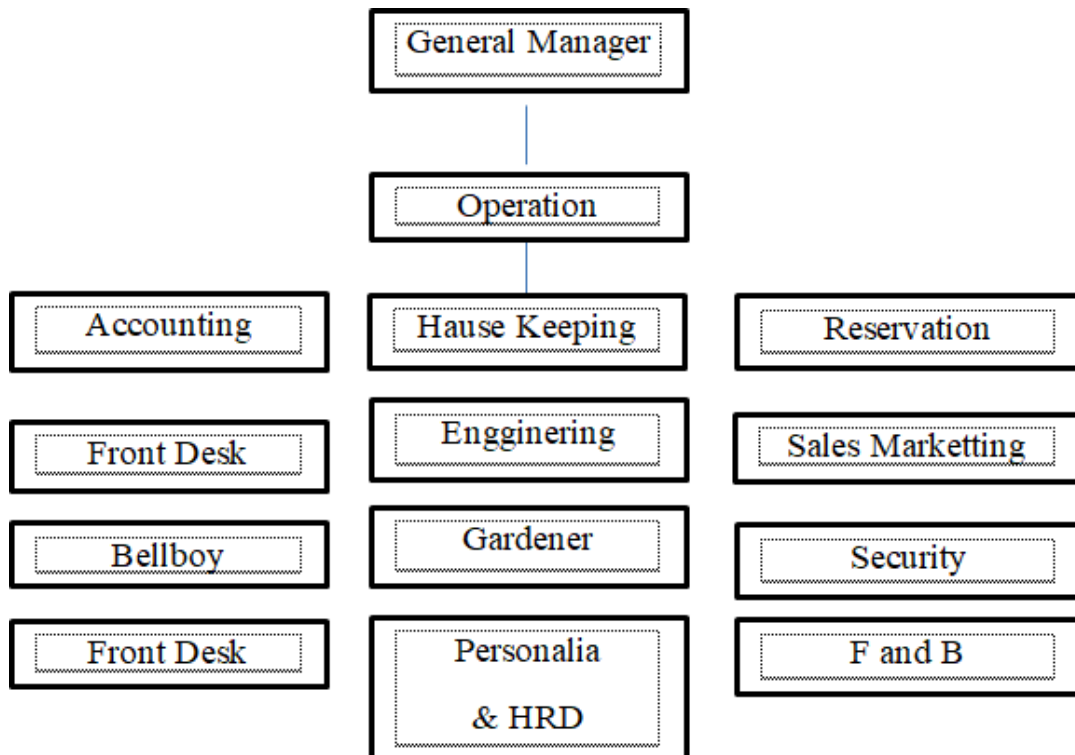


Figure 2. 3 Struktur Orgnsisasi Hotel Sibayak

The duties and responsibilities of each of these organizational structures are as follows:

1. General Manager

Being a hotel general manager has a crucial task. The tasks assigned are usually related to making rules, making decisions, employee systems and rules regarding hotel operating budgets.

1. Performing data analysis of all employees. Later this data will be used as a reference in improving employee performance in the future.
2. Controlling the company's daily operations so as to create a harmonious work environment.
3. Carrying supervision related to selection, training as well as supervise staff.
4. Planning and supervising bars, restaurants and conference rooms.
5. Can working quickly and effectively so that later employees will also emulate as model workers who deserve to be emulated.

2. Operation Manager

As a Hotel Operations Manager, you are responsible for the daily management of hotel operations to ensure that all aspects of services and facilities function well and meet established quality standards.

The following are some of the duties of an operational manager:

1. Ensure the smooth operation of all hotel departments such as front office, housekeeping, food and beverage, and maintenance.
2. Provide direction, support and supervision to staff to ensure they work efficiently and provide quality service.
3. Oversee check-in and check-out procedures to ensure a smooth experience for guests.
4. Coordinate with the maintenance department for repairs and maintenance of hotel facilities.
5. Monitor expenses and look for ways to reduce costs without compromising the quality of service.

3. Accounting

1. The accounting department is a structural part of the hotel which is responsible for controlling and supervising all costs incurred by the hotel. Likewise with all incoming income.
2. Recording in a financial bookkeeping, recapitulating various evidence of financial transactions (purchasing various materials for hotels, from various other departments).
3. And the last function is reporting financial results to the finance department and also to other hotel officials.

4. House Keeping

Housekeeping work includes maintaining, cleaning and caring for the entire hotel room both inside and outside.

Housekeeping has a division of work including the following:

1. Room section

The task of this section is to clean and tidy up the room or rooms after guests check out. Collecting dirty laundry and delivering it to the laundry room, changing sheets and blankets, cleaning dust, and cleaning the bathroom.

2. Public area section

This section is responsible for maintenance and service in public areas such as lobbies, swimming pools, gyms and other public facilities. Maintenance of cleanliness of the public area must be maintained very well because of the many people passing by and taking advantage of the public area. Dirty public spaces will certainly make an inn uncomfortable and unattractive to look at.

3. Laundry section

This section is responsible for washing, ironing and folding all the fabrics used in the hotel. This includes providing laundry services to guests (this service is not free, a fee will be charged when the guest checks out). All fabrics belonging to the hotel

include bath towels, bathrobes, curtains, bed sheets and blankets. In some hotels, employee uniforms are also included as the responsibility of this section.

4. Florist and gardener

The florist is responsible for the freshness and beauty of the bouquets and flower arrangements placed in hotel rooms, rooms, lobbies, restaurants, to the halls of the inn. They will also be in charge if the hotel requires a special flower arrangement for an event.

5. Reservation

The duties and responsibilities of the reservations department are critical to creating a positive first impression for guests and supporting efficient hotel operations. Professionals in this field must have good communication skills, attention to detail, and multitasking and problem-solving abilities.

1. Accept room reservations through various channels such as telephone, email, hotel website or travel agent, Enter and update booking data into the hotel property management system.
2. Ensure that all required information, such as check-in and check-out dates, room type and guest preferences, is recorded accurately, Verify and confirm booking details with guests.
3. Accommodate special requests from guests such as room preferences, additional needs, or special services. Record and communicate these requests to related departments such as housekeeping or food and beverage.
4. Accommodate special requests from guests such as room preferences, additional needs, or special services. Record and communicate these requests to related departments such as housekeeping or food and beverage.
5. Provide complete information to guests about hotel facilities, room rates, cancellation policies, and special offer packages.

4. Answers questions and provides recommendations that assist guests in making booking decisions.

6. Front Desk

A hotel's front desk is in charge of providing a variety of services to guests, such as check-in and check-out; room reservations, answering inquiries, handling complaints, and ensuring a pleasant and comfortable stay. The front desk staff is frequently the first point of contact for visitors, and they must always maintain a professional and courteous demeanor while juggling multiple tasks and priorities. They may also be in charge of financial transactions, room inventory management, and ensuring compliance with hotel policies and regulations

7. Engineering

The engineering department in hotels, also known as the maintenance or upkeep department, is responsible for the maintenance, repair and management of all physical and technical facilities of the hotel. This department ensures that all systems and equipment function properly, safely, and efficiently. Following are the main duties and responsibilities of the engineering department in hospitality:

1. Develop and implement preventative maintenance schedules for all equipment and systems in the hotel, including HVAC (Heating, Ventilation, and Air Conditioning), electrical systems, plumbing, elevators, and kitchen equipment. Carry out routine checks to prevent equipment damage or failure.
2. Handle immediate repairs and maintenance of damaged or malfunctioning equipment or facilities. Ensure that all repairs are carried out quickly and efficiently to minimize disruption to hotel operations and guest comfort.
3. Maintain public facilities such as swimming pools, gardens, gyms, and meeting rooms. Ensure that all these facilities are safe and in good condition for use by guests.

8. Sales and Marketing

Sales and marketing in hotels is responsible for promoting the hotel, increasing room occupancy, and optimizing revenue from the various services the hotel offers. This department plays an important role in creating effective marketing strategies, attracting new guests, and maintaining good relationships with customers and business partners.

The following are the main duties and responsibilities of the Sales and Marketing department in hotels:

1. Develop comprehensive marketing strategies to increase the visibility and attractiveness of the hotel. Sell hotel rooms to individuals, groups and companies.
Offers and sells event packages such as conferences, weddings and business meetings.
2. Manage room and event bookings to ensure optimal occupancy.
3. Conduct market research to understand trends, customer needs, and competitors. Collect and analyze market data to identify new opportunities and develop effective strategies.
4. Design and implement advertising campaigns through various channels such as print media, digital media, and social media. Create promotional materials such as brochures, flyers, and online content to attract potential guests.
5. Manage the online reservation system and ensure that room and price information is always up to date. Use marketing tools and technology to automate and increase the efficiency of marketing campaigns.
6. Handle customer complaints quickly and professionally to ensure customer satisfaction. Collecting feedback from guests to improve services and products.

9. Bellboy

A bellboy, also known as a bellhop or porter, is one of the front office staff in hospitality who is responsible for providing assistance to guests when they arrive, during their stay, and when they depart. Bellboys play an

important role in providing friendly and efficient guest service, which can enhance a guest's overall stay experience.

The main duties and responsibilities of a porter in the hospitality sector:

1. Greet guests in a friendly manner when they arrive at the hotel. Assist guests with their luggage, including lifting, transporting and delivering luggage to guest rooms.
2. Direct and escort guests to their rooms after check-in. Provide information to guests regarding room facilities and hotel services. Shows how to use devices in the room, such as safe, air conditioning, and television.
3. Answer guest questions about hotel services, amenities and local attractions. Provide any other assistance guests may require during their stay, such as calling a taxi or providing directions.
4. Assist guests with their luggage at check-out. Transports luggage from guest rooms to reception area or to guest vehicles.

10. Gardener

A gardener in a hospitality context is an individual who is responsible for the care and maintenance of gardens, outdoor areas and landscapes around the hotel. The main duties and responsibilities of gardeners in hotels include:

1. Watering, pruning and caring for plants, shrubs and trees in the hotel gardens. Remove dry leaves, trash, and debris from outdoor areas to maintain beauty and cleanliness.
2. Planting new plants in accordance with the garden design and hotel architecture. Select plants that suit local climate and soil conditions to ensure optimal growth.
3. Maintain lawns, ground cover plants, and other green areas. Ensure that the grass is kept cut regularly and the green areas remain fresh and beautiful.
4. Provide the necessary fertilizer for plants to stay healthy and fertile. Protect plants from pests, diseases, and other disorders by using appropriate protection methods.
5. Manage irrigation systems to ensure plants get adequate amounts of water.

Repair the irrigation system if any leaks or other problems occur.

6. Maintain walkways, patios, and other hardscape areas such as statues or fountains. Repair and maintain hardscape infrastructure to keep it safe and aesthetic.
7. Coordinate with maintenance team and other technicians to ensure outdoor areas are functioning properly. Inform maintenance team of necessary repairs or maintenance in outdoor areas. Clean and maintain garden tools such as saws, scissors, and pruners. Ensure that tools and other equipment are in good condition and ready to use. Manage organic waste such as leaves and plant cuttings in an environmentally friendly manner. Use compost techniques or other organic waste processing if necessary.

11. F and B

1. Providing high quality food and beverages.
2. Presenting a welcoming and friendly environment.
3. Providing professional, hygienic and caring services.
4. Increase revenue through F&B services

12. Personally (HRD)

The Personnel (HRD) Department is the part that is responsible for accepting and positioning someone according to the skills they have including dealing with problems faced by employees during work.

In general, there are 4 scope of work of this division:

1. Recruitment
2. Retention
3. Training
4. General affair

13. Security

Security in the hotel context refers to the security team or security officers who are responsible for maintaining security, safety and order in the hotel. The main duties and responsibilities of security in hotels include:

1. Monitor activity in the hotel area to detect potential threats or suspicious events. Carry out routine patrols in hotel areas, including lobbies,

corridors, parking areas and other public areas.

2. Prevent criminal acts such as theft, robbery or acts of violence at the hotel. Identify and respond to situations that may cause security breaches.
3. Ensure that only guests, staff and visitors have authorized access to restricted areas of the hotel. Perform access checks using key cards or other identification procedures.
4. Monitor CCTV systems to monitor hotel areas and detect incidents that require attention. Analyze CCTV footage to investigate incidents or events that occur.
5. Ensure that all guests, staff and visitors follow hotel security policies and procedures. Provide training to staff and guests on safety measures that need to be followed.

2.5 Document Used for Activities

There are several documents used for activity while doing Apprenticeship, as follows:

1. Room Reservation Form

Room reservation forms are documents or online interfaces that enable individuals or organizations to book or reserve a room or space for a specific period of time. They gather vital information from the requester and offer additional services or amenities. The form facilitates the reservation process by ensuring clear communication and accurate record-keeping.

2. Registration Form

A registration form is a document that guests are required to fill out upon checking in. It includes guest information, identification details, check-in/check-out dates, room preferences, payment details, emergency contact details, and terms and conditions. It helps hotels manage guest records, ensure a smooth check-in process, and provide personalized services during the stay.

3. Invoice

In the hotel industry, an invoice is a document that provides a detailed breakdown of the charges incurred by a guest during their stay. It functions as a billing statement, outlining the cost of lodging, extra services, and any applicable taxes or fees. The invoice usually includes the guest's name, room number, check-in and check-out dates, a breakdown of charges for the room rate, meals, amenities, and any other services used. The invoice is given to the guest upon departure and serves as a payment record for both the guest and the hotel.

CHAPTER III

SCOPE OF APPRENTICESHIP

3.1 Job Description

The apprenticeship program has been implemented at the front office and sales marketing department of the Hotel Sibayak Internasional Berastagi starting from 12 February to 14 June 2024. Working hours are 07.00 to 15.00 WIT with a lunch break from 12.00 to 13.00 WIT. The main work that has been carried out at the Sibayak Internasional Berastagi Hotel is as follows.

- Greeting Gguests Aaccording to Ppredetermined SOP
- Inputting Guest Reservation
- Handling Guest Check in and Check Out
- Creating a hotel room key
- Serving Check Out

3.2 System and Procedure

The working procedures are based on standard Operating Procedure (SOP) of Archipelago. . Standard Operating Procedure is a guideline or reference for carrying out work in accordance with the functions, work procedures and work systems of therelevant agency.

There was several working procedure which was conducted the duties andexplained as follow:

1. Greeting Guests According to Predetermined SOP

When greeting guests according to the Standard Operating Procedures (SOP) of Archipelago International, which is a hotel management company, the front office staff typically follows these guidelines:

- a. Approaching guests with a warm and friendly demeanor: Smiling and maintaining a positive attitude when approaching guests.
- b. Using professional and polite language: Address guests with appropriate greetings, such as "Good morning," "Good afternoon," or "Good evening." Using polite phrases like "How may I assist you?" or

"May I help you with anything?"

- c. Introducing self: State your name and position to establish a personal connection with the guests. For example, "My name is [Your Name], and I am from the front office team. How may I assist you today?"
- d. Using the guest's name if available: If you have access to the guest's name, address them by their name to provide a personalized experience. For instance, "Welcome, Mr./Ms. [Guest's Last Name]. We're delighted to have you here."
- e. Offering assistance: Inquire about the purpose of the guest's visit or any specific needs they may have. For example, "Are you here for a business meeting or a leisure stay? If there's anything you need during your stay, please feel free to let me know."
- f. Providing information: Share relevant information about the hotel's facilities, services, and amenities. This may include directions to guest rooms, dining options, Wi-Fi access, fitness centers, or any other features the hotel offers.
- g. Offering to handle luggage: If applicable, ask if the guest would like assistance with their luggage. If they agree, arrange for a bellman or porter to help them.



Figure 3. 1 Picture Reservation

2. Inputting Guest Reservation

To input a guest reservation into the VHP (Visual Hotel Program) system as follows steps:

1. **Launching the VHP system:** Log in to the VHP software using your credentials. Ensure that you have the necessary access rights to input guest reservations.
2. **Navigating to the reservation module:** Once logged in, locate the reservation module within the VHP system. This module is usually labeled or easily identifiable in the system's interface.
3. **Creating a new reservation:** Within the reservation module, look for an option to create a new reservation. It may be a button or a menu item, such as "New Reservation" or "Create Reservation."
4. **Entering guest details:** Fill in the required information about the guest making the reservation. This typically includes their full name, contact information (phone number, email address), and any additional details relevant to their stay (e.g., special requests, preferences, loyalty program membership, etc.).
5. **Selecting the dates and room type:** Specify the check-in and check-out dates for the reservation. Choose the appropriate room type based on the guest's preferences or availability. You may also need to input the number of guests and any additional occupancy details.
6. **Assigning a room:** If the guest has a specific room preference, check if it's available during the requested dates. Assign the room accordingly, considering any special requests or requirements mentioned by the guest.
7. **Add reservation notes:** If there are any specific instructions or important details related to the reservation, add them to the reservation notes section. This can include things like late check-in, early check-out, or any other special arrangements.
8. **Confirm and save the reservation:** Review the entered information for accuracy. Once satisfied, save the reservation in the VHP system by

clicking on the appropriate button (e.g., "Save," "Confirm," or "Submit").

9. Providing confirmation to the guest: After saving the reservation, the system may generate a confirmation number or letter. Provide this to the guest as proof of their reservation. It is also advisable to send a confirmation email or print a reservation confirmation for the guest's records.
10. Updating availability and manage reservations: Once the reservation is successfully saved, the VHP system should automatically update the room availability and other relevant inventory details. You can access and manage reservations through the reservation module, making modifications or cancellations as necessary.

the hotel to understand their specific requirements and procedures for making daily pick-up reservations for sales.

DAILY PICK UP RESERVATION
PERIOD : April 2023

TOTAL ROOM		16 THURSDAY		17 FRIDAY		18 SATURDAY		19 SUNDAY		20 MONDAY		21 TUESDAY	
SEGMENT	REVENUE	ARR	TOTAL	REVENUE	ARR	TOTAL	REVENUE	ARR	TOTAL	REVENUE	ARR	TOTAL	REVENUE
Walk In													
Individual	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Corp.Gover	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
TOTAL	0	RDV(0)		0	RDV(0)		0	RDV(0)		0	RDV(0)		0
SCR													
Individual	RDV(0)	1	820,000	RDV(0)	1	720,000	RDV(0)			RDV(0)			RDV(0)
Corporate	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Government	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Travel Agent	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Meeting	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Online TA	2,109,020	RDV(0)	4	2,112,000	RDV(0)	RDV(0)	RDV(0)			RDV(0)			RDV(0)
TOTAL	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Pick Up													
Individual	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Corporate	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Government	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Travel Agent	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Meeting	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Online TA	2,417,460	RDV(0)	5	4,053,720	RDV(0)	5	4,358,420	RDV(0)		RDV(0)			RDV(0)
TOTAL	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
Pickup													
Group	RDV(0)			RDV(0)			RDV(0)			RDV(0)			RDV(0)
TOTAL	0	RDV(0)	0	0	RDV(0)	0	0	RDV(0)	0	0	RDV(0)	0	0
% PICK UP / DAY			0.00%			0.00%			0.00%			0.00%	

Picture II Daily Pick up Reservation

Figure 3. 2 Picture Reservation

3. Handling Guest Check in And Check Out

Handling guest check-in and check-out in a hotel involves several steps and processes

1. Check-In Process:

- Greeting: Provide a warm welcome to the guest upon arrival at the front desk.
- Reservation Verification: Confirm the guest's reservation details, including name, dates of stay, and room type.
- Identification: Request identification documents, such as a passport or driver's license, to verify the guest's identity and age.
- Registration: Collect necessary information, including contact details, address, and payment method. Have the guest fill out any required registration forms.
- Assigning Room: Provide the guest with the key or keycard for their assigned room. Explain directions to the room and any relevant hotel facilities or services.
- Upgrades and Upselling: Offer room upgrades or additional services based on availability and the guest's preferences. Inform them about any special promotions or amenities.
- Payment: Collect payment for the stay, either in full or by pre-authorization of a credit card. Provide a receipt or confirmation of payment.
- Orientation: Briefly explain the hotel's policies, services, amenities, and facilities. Answer any questions the guest may have.

2. During the Stay

- Assistance: Be available at the front desk to address any inquiries, requests, or concerns from guests during their stay.
- Concierge Services: Offer recommendations for local attractions, restaurants, transportation, and assist with booking reservations or arranging transportation services.
- Housekeeping: Coordinate with the housekeeping department to ensure the rooms are cleaned and maintained according to the guest's

preferences.

3. Check-Out Process:

- Billing Review: Review the guest's final bill, including room charges, additional services, and any applicable taxes or fees.
- Payment Settlement: Process the final payment and provide the guest with an itemized receipt.
- Express Checkout: Offer express checkout options such as allowing guests to drop off keys and settle the bill the night before departure.
- Feedback: Request feedback on the guest's experience and invite them to complete a guest satisfaction survey.
- Luggage Assistance: Offer assistance with luggage, such as calling a bellhop or arranging for transportation services if needed.

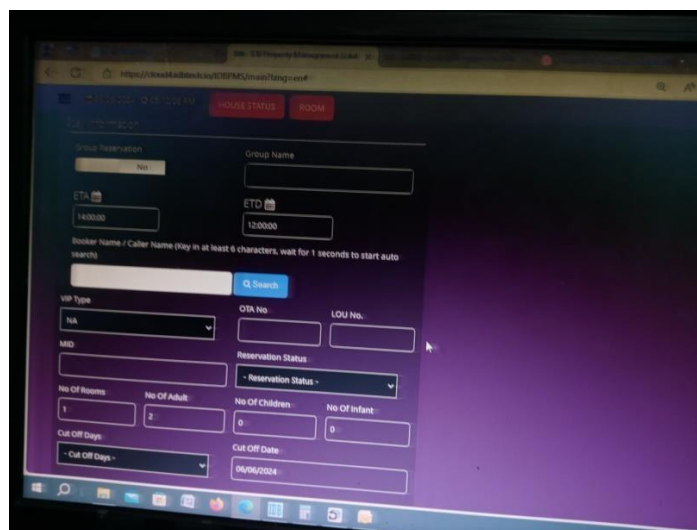


Figure 3. 3 Picture Regulation

4. Creating a Hotel Room Key

To make a hotel room key, need to follow these steps:

- a. Encoding the key: The hotel staff will typically use a key card encoder or a similar device to program the key card. They will input the necessary information such as guest room number, duration of stay, and other relevant details.
- b. Magnetic stripe or RFID encoding: The key card will typically have a

magnetic stripe or RFID (Radio-Frequency Identification) chip embedded in it. The encoder will program this magnetic stripe or RFID chip with the encoded information specific to guest room.

- c. Testing the key: Once the key card is encoded, the hotel staff will usually test it on the door lock of guest assigned room to ensure it grants access.
- d. Issuing the key: Finally, the hotel staff will hand over the programmed key card to guest, and guest could use it to access your hotel room during your stay.



Figure 3. 4 Application to Creating The Keys

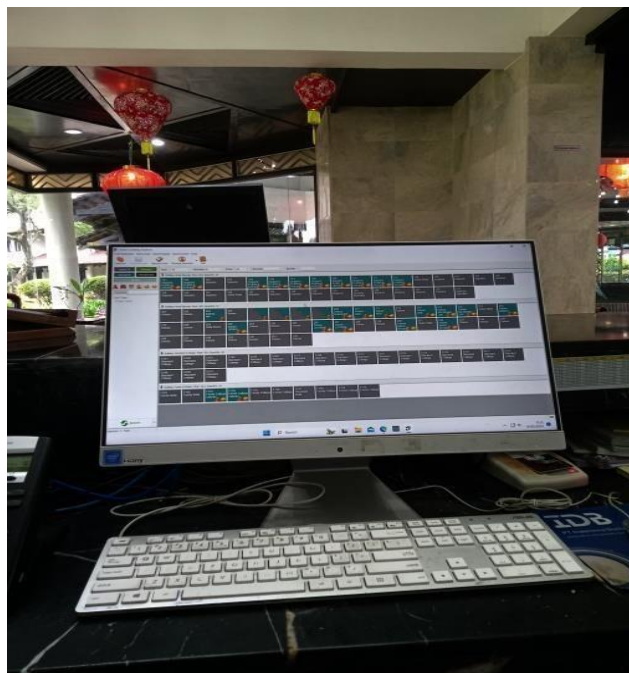


Figure 3. 5 The keys Room

4. Serving Check-in

- a. **Notification and Preparation:** Hotels usually give notice to guests of a set check-out time, for example 12 noon. As a guest, please make sure you have prepared your personal belongings and are ready to leave the room before check-out time.
- b. **Bill Payment:** After your bill has been calculated, you will be asked to make a payment. You can pay using payment methods accepted by the hotel, such as cash, credit card or debit card. Provide the required information, such as a credit card or signature if required.
- c. **Room Key Returns:** Hand over the room key or room access card to the hotel staff. This indicates that you have left the room and no longer have access to it.
- d. **Payment Receipt and Receipt:** After your payment has been processed, the hotel staff will provide a receipt as proof of payment. You can also request a receipt as a transaction record.
- e. **Final Inspection:** The hotel staff will conduct a final inspection of your room to ensure that there is no damage or items left behind. If damage or loss is found, they may arrange a replacement or charge an additional fee at the discretion of the hotel.



Figure 3. 6 Check Out Guest

3.3 Place of Apprenticeship

Apprenticeship started on February 12 2024 until June 14 2024 at the Sibayak Berastagi International Hotel, Jl. Merdeka, Gundaling I, District. Berastagi, Karo Regency, North Sumatra 22156.

3.4 Kind And Description of The Activity

Daily activities at the Sibayak Internasional Berastagi Hotel can be seen in the table.

Table 3. 1 Agenda of Activities of February 12th – February 17th, 2024

No	Day/Date	Activity	Place/Note
1	Monday February 12 th , 2024	1. Submission of an internship cover letter from campus to the general department 2. Introduction to the office environment and hotel.	Business Center Department
2	Tuesday February 13 th , 2024	1. Explanation of internship duties and responsibilities 2. Basic training on guest services and communication etiquette	Front Office
3	Wednesday February 14 th , 2024	1. Introduction to Hotel 2. Employees, especially in the Front Office 3. Explanation of intern duties and responsibilities 4. Basic training on guest services and communication etiquette	Front Office
4	Thursday February 15 th , 2024	1. Welcoming guest 2. Practicing the guest check-in and check-out process 3. Helping guests lift their belongings because they are moving rooms	Front Office
5	Friday February 16 th , 2024	1. Welcoming guest 2. Assisting employees in serving guest check-in 3. Helping employees serve guests check out 4. Helping carry guest belongings 5. Making keys room 6. Making financial reporting	Front Office
6	Saturday February 17 th , 2024	1. Welcoming guest 2. Helping employees serve guests check out 3. Assisting employees in serving guest check-in 4. Making keys room	Front Office

Table 3. 2 Agenda of Activities of February 18th – February 24th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday February 18 th , 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Making a keys room 5. Creating key reports	Front Office
2	Monday February 19 th , 2024	1. Welcoming guest 2. Creating key usage reports 3. Helping employees serving guests check out 4. Helping employees serving guests check in	Front Office
3	Tuesday February 20 th , 2024	OFF	

4	Wednesday February 21 st 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key usage reports 5. Helping direct guests to their rooms 6. Making a key room 	Front Office
5	Thursday February 22 nd 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Creating deposit guest 4. Extra bed registration 	Front Office
6	Friday February 23 rd 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Creating key usage reports 4. Creating report money 	Front Office
7	Saturday February 24 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Creating key usage reports 4. Creating report money 	Front Office

Table 3. 3 Agenda of Activities of February 25th – March 2nd, 2024

No	Day/Date	Activity	Place/Note
1	Sunday February 25 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Showing rooms 4. Helping staff book travel rooms 5. Creating key reports 	Front Office
2	Monday February 26 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key reports 5. Creating report money 	Front Office
3	Tuesday February 27 th 2024	OFF	OFF
4	Wednesday February 28 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Printing guest bill 4. Showing rooms 5. Creating key reports 6. Creating report money 	Front Office
5	Thursday February 29 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key reports 5. Creating report money 	Front Office

6	Friday March 1 st 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Helping employees making keys for groupguests peternakan 4. Creating key reports 	Front Office
7	Saturday March 2 nd 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Help employees serving guests check out 3. Helping employees serving guest check in 4. Helping employees making keys for groupguests perkebunan 5. Creating key reports 6. Creating report money 	Front Office

Table 3. 4 Agenda of Activities of March 3rd – March 9th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday March 3 rd 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serve guests check out 3. Helping employees serve guests check in 4. Creating report money 	Front Office
2	Monday March 4 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serve guests check in 4. Creating report money 5. Creating key reports 	Front Office
3	Tuesday March 5 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Mutual cooperation 3. Helping employees serving guests check out 4. Helping employees serving guests check in 5. Creating report money 	Front Office
4	Wednesday March 6 th 2024	OFF	
5	Thursday March 7 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees check out guests fromdrivers 4. Helping employees serve guests check in 5. Creating report money 6. Creating key reports 	Front Office
6	Friday March 8 th 2024	OFF	

7	Saturday March 9 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 	Front Office
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Table 3. 5 Agenda of Activities of March 10th – March 16th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday March 10 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Helping guests Showing rooms 4. Creating key reports 5. Creainge report money 	Front Office
2	Monday March 11 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 4. Creating report money 5. Assisting the general manager in making 6.guesting check-in and check-out reports 	Front Office
3	Tuesday March 12 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping direct guests to breakfast 3. Helping employees serving guests check out 4. Creating key reports 5. Creating report money 	Front Office
4	Wednesday March 13 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Creating report money 4. Assisting the general manager in making 5. Doing guest check-in and check-out reports 	Front Office
5	Thursday March 14 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Creating key reports 	Front Office
6	Friday March 17 th 2024	OFF	
7	Saturday March 16 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Helping carry guest belongings 4. Showing rooms 5. Helping guests Showing rooms 6. Creating report money 7. Creating key reports 	Front Office

Table 3. 6 Agenda of Activities of March 17th – March 23rd, 2024

No	Day/Date	Activity	Place/Note
1	Sunday March 17 th 2024	1. Welcoming guest 2. Helping ing employees serving guests check out 3. Assisting the general manager in making guest 4. check-in and check-out reports	Front Office
2	Monday March 18 th 2024	1. Welcoming guest 2. Assisting the general manager in making guestcheck-in and check-out reports	Front Office
3	Tuesday March 19 th 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Creating report money 4. Creating key reports	Front Office
4	Wednesday March 20 th 2024	1. Welcoming guest 2. Helping direct guests to breakfast 3. Helping employees serving guests check out 4. Creating report money	Front Office
5	Thursday March 21 st 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Assisting the general manager in making 4. gustomer check-in and check-out reports	Front Office
6	Friday March 22 nd 2024	OFF	OFF
7	Saturday March 23 rd 2024	1. Welcoming guest 2. Staff Assisting check-in at the Vihara group 3. Creating report money 4. Creating key reports	Front Office

Table 3. 7 Agenda of Activities of March 24th – March 30th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday March 24 th 2024	1. Welcoming guest 2. Helping employe serving guests check in 3. Creating deposit guest 4. Creating key reports	Front Office

2	Monday March 25 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Assisting the general manager in making guestcheck-in and check-out reports 5. Creating key reports 6. Creating report money 7. Creating deposit guest 	Front Office
3	Tuesday March 26 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Assisting the general manager in making guestcheck-in and check-out reports 4. Creating key reports 5. Creating report money 	Front Office
4	Wednesday March 27 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 4. Creating report money 	Front Office
5	Thursday March 28 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Printing bill check in guest 4. Creating key reports 5. Creating report money 	Front Office
6	Friday March 29 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping direct guests to breakfast 3. Helping employees serving guests check out 4. Help employees serving guests check in 5. Creating key reports 6. Creating report money 	Front Office
7	Saturday March 30 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping direct guests to breakfast 3. Helping employees serving guests check out 4. Assisting the general manager in making guest 5. check-in and check-out reports 	Front Office

Table 3. 8 Agenda of Activities of April 1st – April 7th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday April 1 st 2024		OFF
2	Monday April 2 nd 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Creatng key reports	Front Office
3	Tuesday April 3 rd 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Asisting the general manager in making guestcheck-in and check-out reports	Front Office
4	Wednesday April 4 th 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Making a key room 4. Creating report bill guest 5. Creating report money 6. Creating key reports	Front Office
5	Thursday April 5 th 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Creating key reports 4. Creating report money	Front Office
6	Friday April 6 th 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating report bill guest 5. Creating key reports 6. Creating report money	Front Office
7	Saturday April 7 th 2024	SICK	

Table 3.9 Agenda of Activities of April 8th – April 14th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday April 8 th 2024	OFF	
2	Monday April 9 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helpig employees serving guests check in 4. Creating report bill guest 5. Creating report money 	Front Office
3	Tuesday April 10 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Create report bill guest 	Front Office
		<ol style="list-style-type: none"> 5. Create report money 6. Helping guests showing rooms 7. Creating a guest Eid Al-Fitr Bazaar Voucher 	
4	Wednesday April 11 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key reports 5. Creating deposit guest 6. Creating a Guest Eid Al-Fitr Bazaar Voucher 	Front Office
5	Thursday April 12 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating report bill guest 5. Creating report money 6. Creating key reports 7. Creating deposit guest 8. Creating a Guest Eid Al-Fitr Bazaar Voucher 	Front Office
6	Friday April 13 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating report money 5. Creating key reports 6. Creating a Guest Eid Al-Fitr Bazaar Voucher 	Front Office

7	Saturday April 14 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Help employees serving guests check out 3. Help employees serving guests check in 4. Creating report money 5. Creating key reports 6. Creating a Guest Eid Al-Fitr Bazaar Voucher 7. Creating report bill guest 	Front Office
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Table 3. 10 Agenda of Activities of April 15th – April 21st, 2024

No	Day/Date	Activity	Place/Note
1	Sunday April 15 th 2024	OFF	OFF
2	Monday April 16 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Help employees serving guests check in 3. Helping guests Showing rooms 4. Creating report money 5. Creating key reports 	Front Office
3	Tuesday April 17 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Helping guests Showing rooms 4. Creating report money 5. Creating key reports 	Front Office
4	Wednesday April 18 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 4. Creating report money 3. Creating report bill guest Creating key reports 	Front Office
5	Thursday April 19 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 4. Creating report bill guest 5. Processing staff Assistinging check-in at theBimtek group 	Front Office
6	Friday April 20 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Staff Assisting check-in at the Bimtek group 4. Creating report money 5. Creating key reports 	Front Office

7	Saturday April 21 st 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Helping employees serving guests check out 4. Helping guests Showing rooms 5. Creating key reports 6. Creating report bill guest 7. Creating report money 	Front Office
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Table 3. 11 Agenda of Activities of April 22nd – April 28th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday April 22 nd 2024	OFF	OFF
2	Monday April 23 rd 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Helping guests showing rooms 4. Creating report bill guest 5. Creating report money 6. Creating report bill guest 	Front Office
3	Tuesday April 24 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating report money 5. Creatng key reports 	Front Office
4	Wednesday April 25 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Helping guests Showing rooms 5. Creating key reports 6. Creating report money 	Front Office
5	Thursday April 26 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key reports 5. Creating report money 	Front Office
6	Friday April 27 th 2024	<ol style="list-style-type: none"> i. Welcoming guest ii. Helping employees serving guests check out ii. Helping employees serving guests check in v. Creating key reports v. Creating report money 	Front Office

7	Saturday April 28 th 2024	1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 4. Creating report money	Front Office
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Table 3. 12 Agenda of Activities of April 29th – Mei 5th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday April 29 th 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Helping guests showing rooms 5. Creating key reports 6. Creating report bill guest	Front Office
2	Monday April 30 th 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key reports 5. Creating report money	Front Office
3	Tuesday Mei 1 st 2024	OFF	OFF
4	Wednesday Mei 2 nd 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Help employees serving guests check in 4. Creating key reports 5. Creating report money 6. Briefing	Front Office
5	Thursday Mei 3 rd 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key reports 5. Creating report money	Front Office
6	Friday Mei 4 th 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. offkey reports 4. Creating report money 5. Helping guests Showing rooms 6. Processing staff Assist check-in at the AUTO 2000group 7. Briefing	Front Office

7	Saturday Mei 5 th 2024	<ol style="list-style-type: none"> 1. Helping employees serving guests check in Helping employees serving guests check in Bintan Travel 3. Helping carry guest belongings 4. Helping Staff Preparing Keys for Bintan Group and Bank Mandiri Group 5. Creating key reports 2. Creating report money 	Front Office
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Table 3. 13 Agenda of Activities of Mei 6th – Mei 12th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday Mei 6 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Briefing 5. Creating key reports 6. Creating report money 	Front Office
2	Monday Mei 7 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Working together mutually 3. Helping employees serving guests check out 4. Helping employees serving guests check in 5. Creating key reports 6. Creating report money 	Front Office
3	Tuesday Mei 8 th 2024	OFF	OFF
4	Wednesday Mei 9 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping guests Showing rooms 3. Guest reservations 4. Creating key reports 5. Creating report money 	Front Office
5	Thursday Mei 10 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Helping guests Showing rooms 5. Writing a Guest Folio 	Front Office

6	Friday Mei 11 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key reports 5. Creating report money 	Front Office
7	Saturday Mei 12 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Helping guests Showing rooms 4. Creating key reports 5. Creating report money 	Front Office

Table 3. 14 Agenda of Activities of Mei 13th – Mei 19th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday Mei 13 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Helping guests showing rooms 5. Creating key reports 6. Creating report money 	Front Office
2	Monday Mei 14 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Mutual cooperation 3. Helping employees serving guests check in 4. Creating key reports 5. Creating report money 	Front Office
3	Tuesday Mei 15 th 2024	OFF	OFF
4	Wednesday Mei 16 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key reports 5. Creating report money 	Front Office
5	Thursday Mei 17 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key reports 5. Creating report money 	Front Office

6	Friday Mei 18 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Helping guests Showing rooms 5. Creating key reports 6. Creating report money 	Front Office
7	Saturday Mei 19 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Helping guests Showing rooms 4. Creating key reports 5. Creating report money 	Front Office

Table 3. 15 Agenda of Activities of April 20th – April 26th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday Mei 20 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Creating key reports 5. Creating report money 	Front Office
2	Monday Mei 21 st 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Helping guests Showing rooms 5. Creating key reports 6. Creating report money 	Front Office
3	Tuesday Mei 22 nd 2024	OFF	
4	Wednesday Mei 23 rd 2024	<ol style="list-style-type: none"> 6. Welcoming guest 7. Helping employees serving guests check in 8. Helping guests Showing rooms 4. Creating key reports 5. Creating report money 	Front Office
5	Thursday Mei 24 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Help guests Showing rooms 4. Creating key reports 5. Creating report money 	Front Office

6	Friday Mei 25 th 2024	1. Welcoming guest 2. Helping employees serving guests check in 3. Helping guests Showing rooms 4. Creating report bill guest 5. Creating key reports 6. Creating report money	Front Office
7	Saturday Mei 26 th 2024	1. Welcoming guest 1. Helping employees serving guests check in 2. Creating key reports 3. Creating report money	Front Office

Table 3. 16 Agenda of Activities of Mei 27th – June 2nd, 2024

No	Day/Date	Activity	Place/Note
1	Sunday Mei 27 th 2024	1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 4. Creating report money	Front Office
2	Monday Mei 28 th 2024	1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Helping guests Showing rooms 5. Creating report bill guest 6. Creating key reports 7. Creating report money	Front Office
3	Tuesday Mei 29 th 2024	1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 4. Creating report money	Front Office
4	Wednesday Mei 30 th 2024	1. Welcoming guest 2. Helping employees serving guests check in 3. Help guests Showing rooms 4. Creating report bill guest 5. Creating key reports 6. Creating report money	Front Office

5	Thursday Mei 31 st 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serve guests check in 3. Helping guests Showing rooms 4. Creating report bill guest 5. Creating key reports 6. Creating report money 	Front Office
6	Friday June 1 st 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 4. Creating report money 	Front Office
7	Saturday June 2 rd 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 4. Creating report money 5. Helping carry guest belongings 	Front Office

Table 3. 17 Agenda of Activities of June 3rd – June 9th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday June 3 rd 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 4. Creating report money 	Front Office
2	Monday June 4 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Helping guests Showing rooms 4. Creating key reports 5. Creating report money 	Front Office
3	Tuesday June 5 th 2024	OFF	
4	Wednesday June 6 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees check in travel guests 3. Helping guests Showing rooms 4. Creating key reports 5. Creating report money 	Front Office
5	Thursday June 7 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees check out travel guests 3. Helping guests Showing rooms 4. Helping guests Showing rooms 5. Creating report bill guest 6. Creating key reports 	Front Office

		7. Creating report money	
6	Friday June 8 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees check out travel guests 3. Helping employees serve guests check out 4. Creating key reports 5. Creating report money 	Front Office
7	Saturday June 9 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check in 3. Creating key reports 4. Creating report money 5. Helping carry guest belongings 	Front Office

Table 3. 18 Agenda of Activities of June 10th – June 14th, 2024

No	Day/Date	Activity	Place/Note
1	Sunday June 10 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Making keys report 5. Creating report money 	Front Office
2	Monday June 11 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Helping guests Showing rooms 5. Creating report money 	Front Office
3	Tuesday June 12 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees serving guests check out 3. Helping employees serving guests check in 4. Helping guests Showing rooms 5. Creating report bill guest 	Front Office

		6. Creating report money	
4	Wednesday June 13 th 2024	<ol style="list-style-type: none"> 1. Welcoming guest 2. Helping employees check in travel guests 3. Helping guests Showing rooms 4. Making Keys report 5. Creating report money 6. Briefing 	Front Office
5	Thursday June 14 th 2024	<ol style="list-style-type: none"> 1. farewell to employees and managers 	Front Office

CHAPTER IV CONCLUSION AND SUGGESTION

4.1 Conclusion

After carrying out an internship program at the Sibayak International Hotel, several work conclusions were obtained as follows:

1. There are several types of work carried out during the internship: Room reservations, Inputting guest reservations, Helping employees check out/checking in guests, Making financial reports and key reports
2. Work procedures are based on the Sibayak International Hotel Standard Operating Procedure (SOP). There are several documents used for activities during the apprenticeship program: Guest registration and Performance Invoice
3. After carrying out an internship program at the Sibayak International Hotel, some of the learning materials obtained on campus such as: Business Writing, Business Communication, Reading, Speaking, Professional Ethics, Business Simulations are applied in real practice such as in the practice of talking to customers and handling the telephone.

4.2 Suggestion

1. The author gained sufficient experience in four months of practical work. Therefore, the author has provided several recommendations that can be useful for the Sibayak International Hotel.
2. Providing departmental assignments during the internship to encourage Field Work Practice participation will dig deeper into the material and its application in accordance with the main stakeholders.
3. Intern participants are expected to diligently carry out practical work to better understand the knowledge they have gained.

REFERENCES

Hotel Internasional Sibayak <https://www.hotelsibayak.com/> on April 12th 2024

https://www.tripadvisor.co.id/Hotel-g469407-d1936583-Hotel_Sibayak_Internasional-Berastagi_North_Sumatra_Sumatra.html

Panduan KP Polbeng

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

APPENDICES

APPENDIX 1: Apprenticeship Acceptance 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

Nomor : 315 /PL31/TU/2024
Hal : Permohonan Kerja Praktek (KP)

16 Januari 2024

Yth. Pimpinan Hotel Sibayak Internasional
Jl. Merdeka, Gundaling I, Kecamatan Berastagi, Kabupaten Karo, Sumatera Utara, 22516


Dengan hormat,

Sehubungan akan dilaksanakannya Kerja Praktek untuk mahasiswa Politeknik Negeri Bengkalis yang bertujuan untuk meningkatkan pengetahuan & keterampilan mahasiswa melalui keterlibatan secara langsung dalam berbagai kegiatan di Perusahaan, maka kami mengharapkan kesediaan dan kerjasamanya untuk dapat menerima mahasiswa kami guna melaksanakan Kerja Praktek di Perusahaan yang Bapak/Ibu pimpin. Pelaksanaan Kerja Praktek mahasiswa Politeknik Negeri Bengkalis akan dimulai pada bulan 01 Februari s/d 31 Juli 2024, adapun nama mahasiswa sebagai berikut:

No	Nama	NIM	Prodi
1	Cornelia Sitio	5203211141	D3 Bahasa Inggris

Kami sangat mengharapkan informasi lebih lanjut dari Bapak/Ibu melalui balasan surat atau menghubungi contact person dalam waktu dekat.

Demikian permohonan ini disampaikan, atas perhatian dan kerjasamanya kami ucapkan terima kasih.


Wakil Direktur I
Armada, ST., MT
NIP.197906172014041001

Contact Person:
Rionaldi, M.Pd., CICS (0852 7806 1130)
NIP. 198402122014041001

APPENDIX 2: Apprenticeship Letter

APPENDIX 3: Certificate of Internship




APPENDIX 4: Evaluation Form

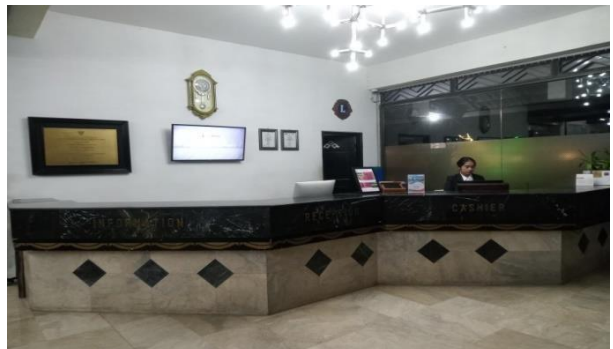
APPENDIX 5: List of Attendance

APPENDIX 6: Daily Activities Apprenticeship
DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : February 12th, 2024


No	Description	Supervisor	Signature
1.	Introducing to the office staff and rooms	Letnan Munthe (front Office Manager)	
Note :			

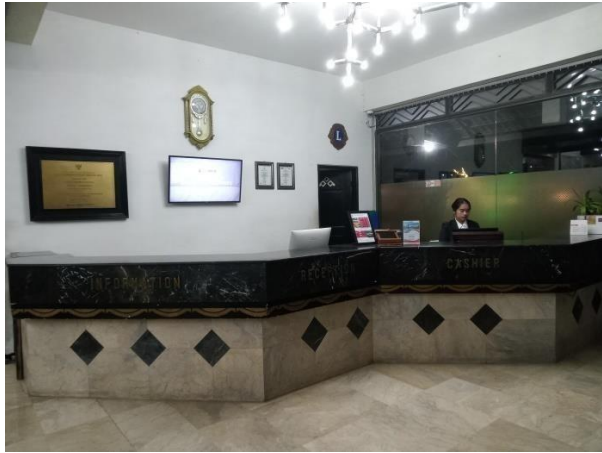
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Introducing yourself to all employees and hotel staff at Sibayak International Hotel

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : February 13th, 2024


No	Description	Supervisor	Signature
1.	Basic training on guest services and communication etiquette is provided.	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Always maintain a friendly and positive attitude when interacting with guests. Smile and greet them warmly to create a welcoming atmosphere.

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : February 14th, 2024


No	Description	Supervisor	Signature
1.	Explanation of intern duties and responsibilities	Letnan Munthe (front Office Manager)	
Note :			

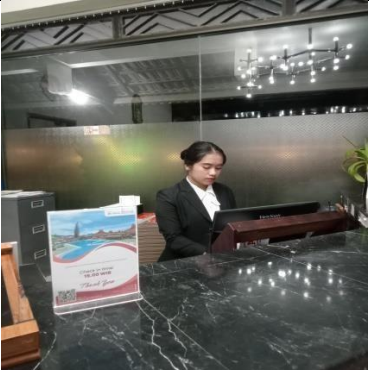
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		front office manager explains each task that must be carried out

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : February 15th, 2024


No	Description	Supervisor	Signature
1.	Practice the guest check-in and check-out process	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Waiting for guests to check out

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday

Date : February 16th, 2024


No	Description	Supervisor	Signature
1.	Assist employees in serving guest check-in	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Saturday

Date : February 17th, 2024


No	Description	Supervisor	Signature
1.	Making a key room	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule.

DAILY ACTIVITY
APPRENTICESHIP

Day : Sunday

Date : February 18th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Serve guests who wish to check out by requesting room cards and finalizing payments if required

DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : February 19th, 2024


No	Description	Supervisor	Signature
1.	Making a key room	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Making room keys using the system provided, adjust the guest room number, this card will deactivate itself according to the guest's check out sched</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : February 20th, 2024


No	Description	Supervisor	Signature
1.	Making a key room	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, adjust the guest room number, this card will deactivate itself according to the guest's check out sched

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Wednesday

Date : February 21st, 2024


No	Description	Supervisor	Signature
1.	Making a key room	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule.</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Thursday

Date : February 22nd, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			

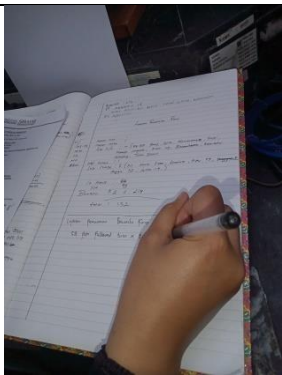
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday

Date : February 23rd, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Every time an intern finishes working hours, they must make a financial report.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Saturday

Date : February 24th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Serve guests who wish to check out by requesting room cards and finalizing payments if required

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : February 25th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : February 26th, 2024


No	Description	Supervisor	Signature
1.	Making keys reports	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : February 27th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Wednesday

Date : February 28th, 2024


No	Description	Supervisor	Signature
1.	Print guest bill	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Every time a guest finishes their stay they will ask for the bill

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : February 29th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday

Date : March 1st, 2024


No	Description	Supervisor	Signature
1.	Helping employees make keys for group guests peternakan	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees prepare keys for group guests who will check in and check out

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : March 2nd, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : March 3rd, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : March 4th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : March 5th, 2024


No	Description	Supervisor	Signature
1.	Mutual cooperation	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Once a week, all employees and interns will hold mutual cooperation together

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Thursday

Date : March 7th, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			

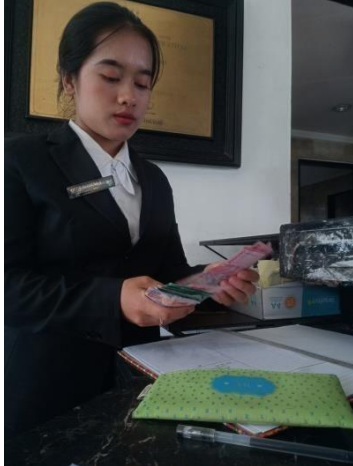
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : March 8th, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : March 9th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : March 10th, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : March 11th, 2024


No	Description	Supervisor	Signature
1.	Assist the general manager in making guest check-in and check-out reports	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist the general manager in creating guest check-in and check-out reports, as well as recapping financial reports.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : March 12th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			

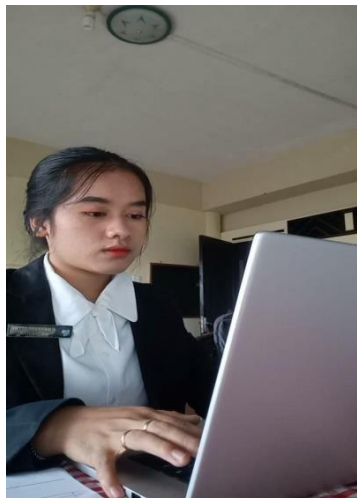
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Wednesday

Date : March 13th, 2024


No	Description	Supervisor	Signature
1.	Assist the general manager in making guest check-in and check-out reports	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist the general manager in creating guest check-in and check-out reports, as well as recapping financial reports

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Wednesday

Date : March 14th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			

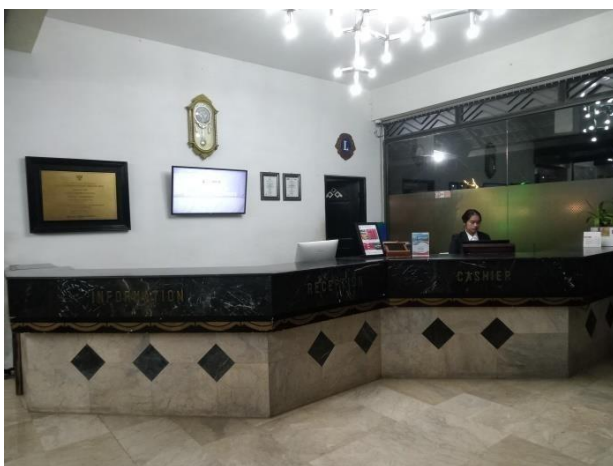
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Saturday

Date : March 16th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			

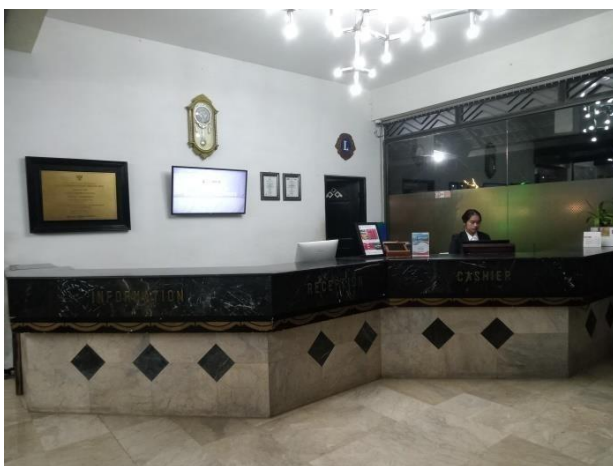
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : March 17th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : March 18th, 2024


No	Description	Supervisor	Signature
1.	Assist the general manager in making guest check-in and check-out reports	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist the general manager in creating guest check-in and check-out reports, as well as recapping financial reports

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : March 19th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			

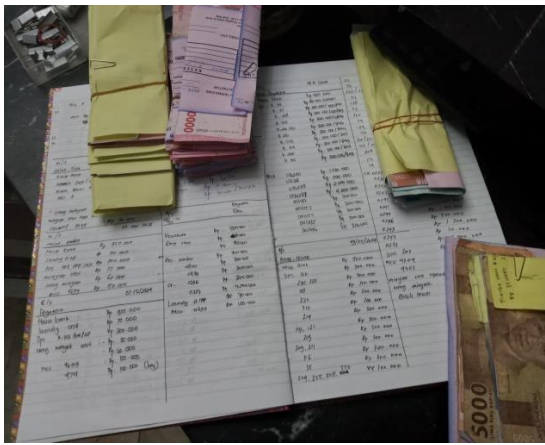
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

DAILY ACTIVITY APPRENTICESHIP

Day : Wednesday

Date : March 20th, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Thursday

Date : March 21st, 2024


No	Description	Supervisor	Signature
1.	Assist the general manager in making guest check-in and check-out reports	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist the general manager in creating guest check-in and check-out reports, as well as recapping financial reports

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday

Date : March 22nd, 2024

No	Description	Supervisor	Signature
1.	Assist the general manager in making guest check-in and check-out reports	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist the general manager in creating guest check-in and check-out reports, as well as recapping financial reports

DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : March 23rd, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : March 24th, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			

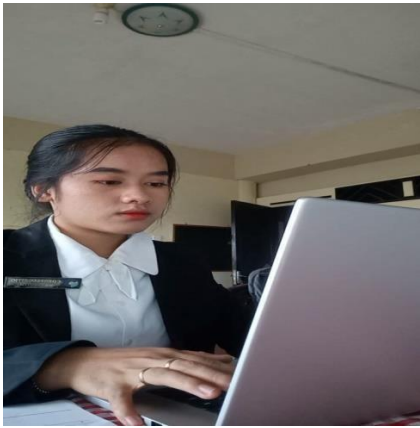
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : March 25th, 2024


No	Description	Supervisor	Signature
1.	Assist the general manager in making guest check-in and check-out reports	Letnan Munthe (front Office Manager)	
Note :			

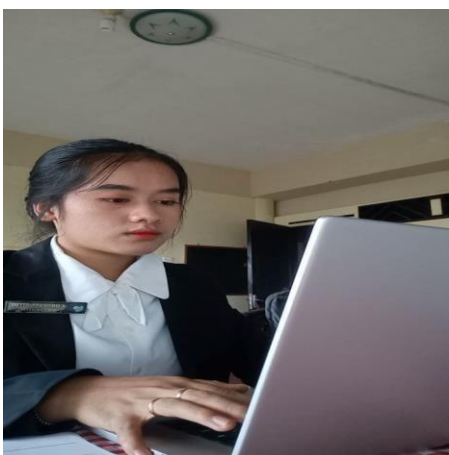
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist the general manager in creating guest check-in and check-out reports, as well as recapping financial reports

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : March 26th, 2024


No	Description	Supervisor	Signature
1.	Assist the general manager in making guest check-in and check-out reports	Letnan Munthe (front Office Manager)	
Note :			

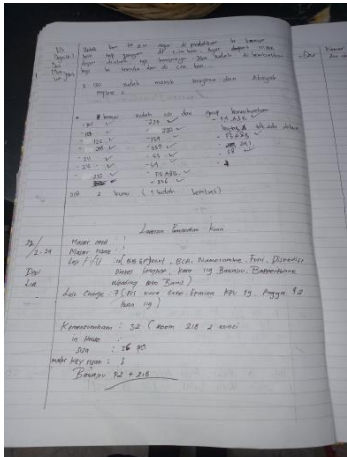
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist the general manager in creating guest check-in and check-out reports, as well as recapping financial reports

DAILY ACTIVITY APPRENTICESHIP

Day : Wednesday

Date : March 27th, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			

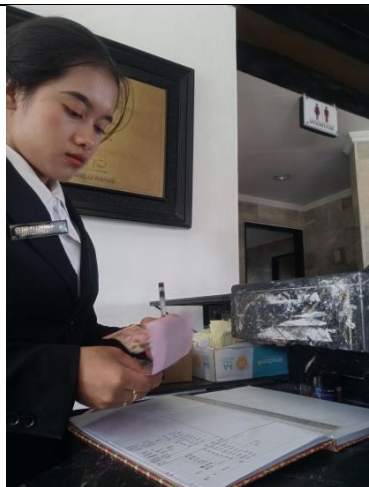
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Thursday

Date : March 28th, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday

Date : March 29th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : March 30th, 2024


No	Description	Supervisor	Signature
1.	Assist the general manager in making guest check-in and check-out reports	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist the general manager in creating guest check-in and check-out reports, as well as recapping financial reports

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : March 31st, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : April 1st, 2024


No	Description	Supervisor	Signature
1.	Assist the general manager in making guest check-in and check-out reports	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist the general manager in creating guest check-in and check-out reports, as well as recapping financial reports

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : April 2nd, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : April 3rd, 2024


No	Description	Supervisor	Signature
1.	Assist the general manager in making guest check-in and check-out reports	Letnan Munthe (front Office Manager)	
Note :			

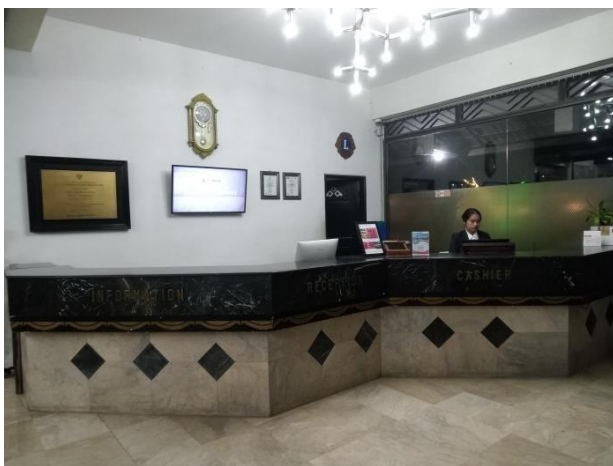
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist the general manager in creating guest check-in and check-out reports, as well as recapping financial reports

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : April 4th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : April 5th, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Saturday

Date : April 6th, 2024


No	Description	Supervisor	Signature
1.	Create report bill guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Every time a guest finishes their stay they will ask for the bill

DAILY ACTIVITY APPRENTICESHIP

Day : Sunday

Date : April 7th, 2024


No	Description	Supervisor	Signature
1.	Create report bill guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Every time a guest finishes their stay they will ask for the bill

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : April 8th, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			

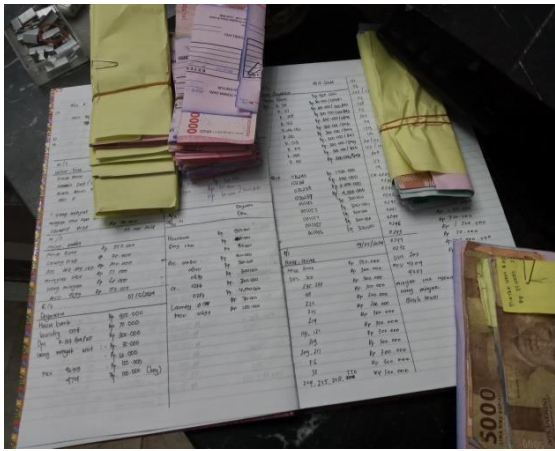
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : April 9th, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : April 10th, 2024


No	Description	Supervisor	Signature
1.	Create a Guest Eid Al-Fitr Bazaar Voucher	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Create Eid Al-Fitr Bazaar Vouchers which will be distributed to every guest check in

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : April 11th, 2024


No	Description	Supervisor	Signature
1.	Create a Guest Eid Al-Fitr Bazaar Voucher	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Create Eid Al-Fitr Bazaar Vouchers which will be distributed to every guest check in

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : April 12th, 2024


No	Description	Supervisor	Signature
1.	Create a Guest Eid Al-Fitr Bazaar Voucher	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Create Eid Al-Fitr Bazaar Vouchers which will be distributed to every guest check in

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : April 13th, 2024


No	Description	Supervisor	Signature
1.	Create a Guest Eid Al-Fitr Bazaar Voucher	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Create Eid Al-Fitr Bazaar Vouchers which will be distributed to every guest check in

DAILY ACTIVITY
APPRENTICESHIP

Day : Sunday

Date : April 14th, 2024


No	Description	Supervisor	Signature
1.	Create a Guest Eid Al-Fitr Bazaar Voucher	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Create Eid Al-Fitr Bazaar Vouchers which will be distributed to every guest check in

DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : April 15th, 2024


No	Description	Supervisor	Signature
1.	Create a Guest Eid Al-Fitr Bazaar Voucher	Letnan Munthe (front Office Manager)	
Note :			

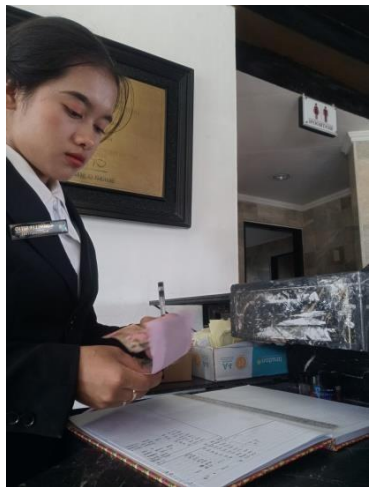
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Create Eid Al-Fitr Bazaar Vouchers which will be distributed to every guest check in

DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : April 16th, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday


Date : April 17th, 2024

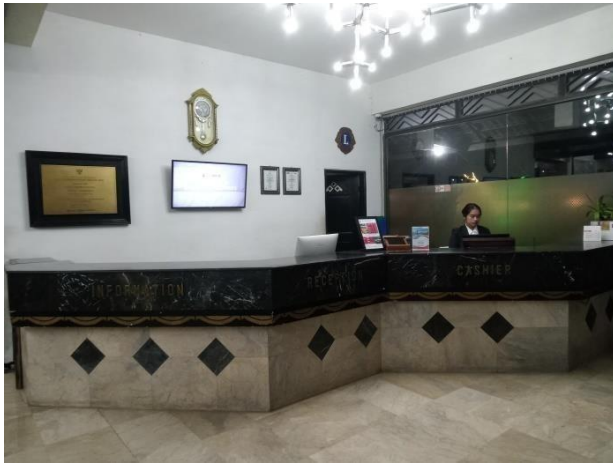
No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday
Date : April 18th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			

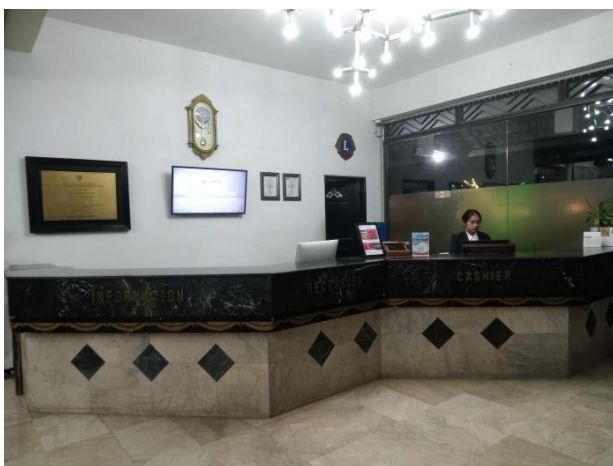
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday

Date : April 19th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : April 20th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : April 21st, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			

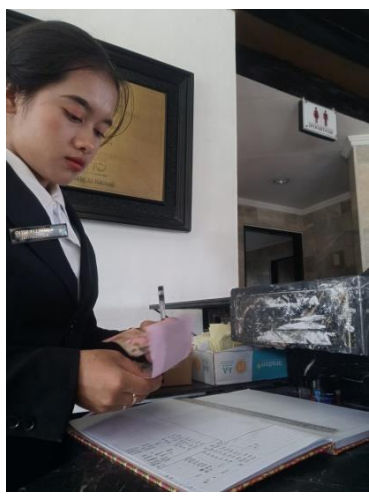
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary.

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : April 23rd, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : April 24th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Thursday

Date : April 25th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : April 26th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Saturday

Date : April 27th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : April 28th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : April 29th, 2024


No	Description	Supervisor	Signature
1.	Create report bill guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Every time a guest finishes their stay they will ask for the bill

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : April 30th, 2024


No	Description	Supervisor	Signature
1.	Create report bill guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Every time a guest finishes their stay they will ask for the bill</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : Mei 2nd, 2024


No	Description	Supervisor	Signature
1.	Briefing	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The front office manager provides several directions to employees and interns

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday


Date : Mei 3rd, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday
Date : Mei 4th, 2024


No	Description	Supervisor	Signature
1.	Briefing	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The front office manager provides several directions to employees and interns

DAILY ACTIVITY
APPRENTICESHIP

Day : Sunday


Date : Mei 5th, 2024

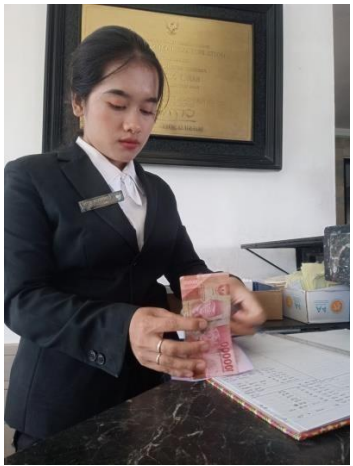
No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday
Date : Mei 6th, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday


Date : Mei 7th, 2024


No	Description	Supervisor	Signature
1.	Mutual cooperation	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Once a week, all employees and interns will hold mutual cooperation together

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday
Date : Mei 9th, 2024


No	Description	Supervisor	Signature
1.	Making keys room	Letnan Munthe (front Office Manager)	
Note :			

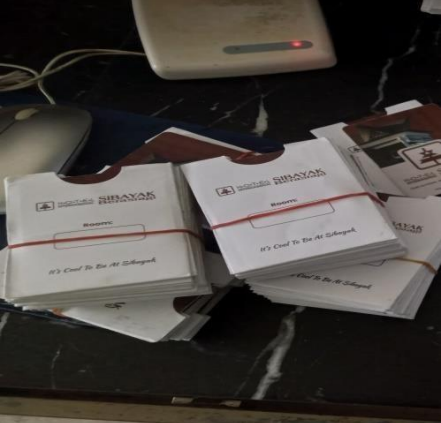
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, adjust the guest room number, this card will deactivate itself according to the guest's check out schedule

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday

Date : Mei 10th, 2024


No	Description	Supervisor	Signature
1.	Making keys room	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, adjust the guest room number, this card will deactivate itself according to the guest's check out schedule

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Saturday

Date : Mei 11th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : Mei 12th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : Mei 13th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : Mei 14th, 2024


No	Description	Supervisor	Signature
1.	Mutual cooperation	Letnan Munthe (front Office Manager)	
Note :			

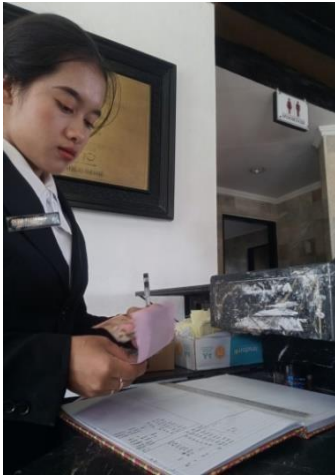
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Once a week, all employees and interns will hold mutual cooperation together

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : Mei 16th, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday

Date : Mei 17th, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Saturday

Date : Mei 18th, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

DAILY ACTIVITY
APPRENTICESHIP

Day : Sunday

Date : Mei 19th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : Mei 20th, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			

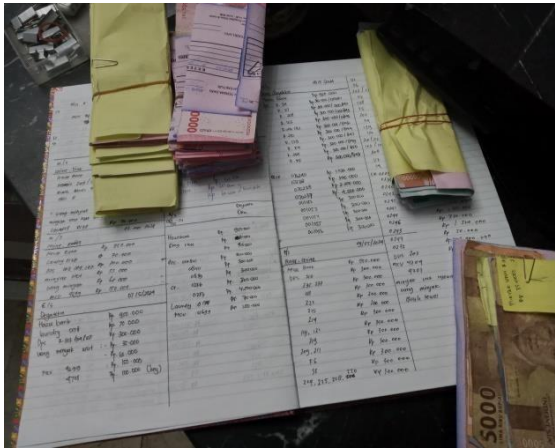
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : Mei 21st, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			

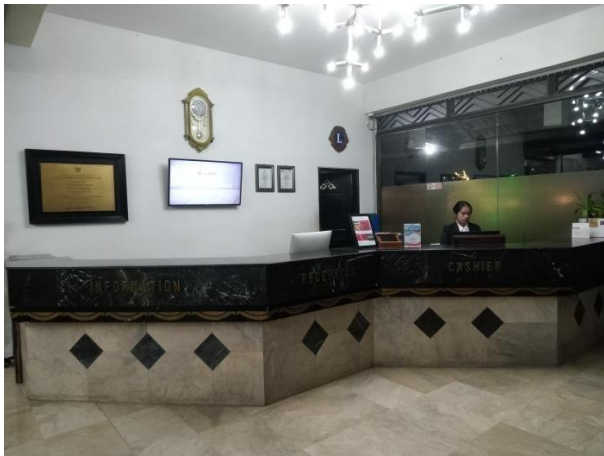
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Thursday

Date : Mei 23rd, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			

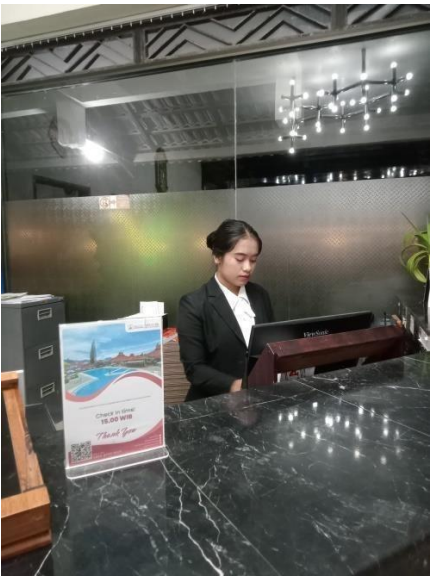
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday

Date : Mei 24th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : Mei 25th, 2024


No	Description	Supervisor	Signature
1.	Create report bill guest	Letnan Munthe (front Office Manager)	
Note :			

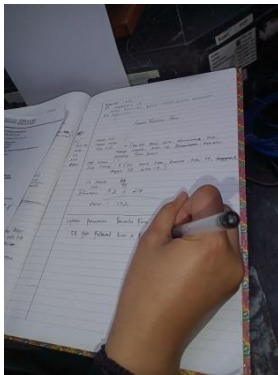
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Every time a guest finishes their stay they will ask for the bill

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : Mei 26th, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			

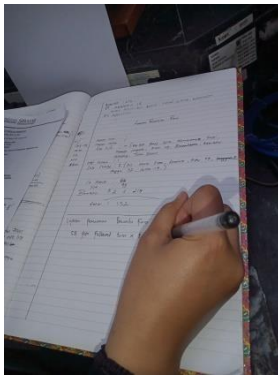
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : Mei 27th, 2024


No	Description	Supervisor	Signature
1.	Making keys report	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : Mei 28th, 2024


No	Description	Supervisor	Signature
1.	Create report bill guest	Letnan Munthe (front Office Manager)	
Note :			

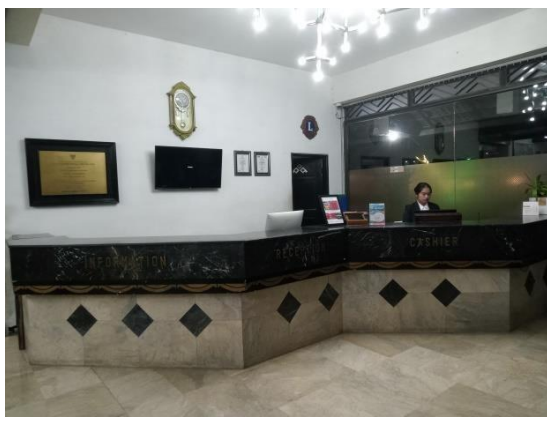
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Every time a guest finishes their stay they will ask for the bill

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : Mei 29th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Thursday

Date : Mei 30th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			

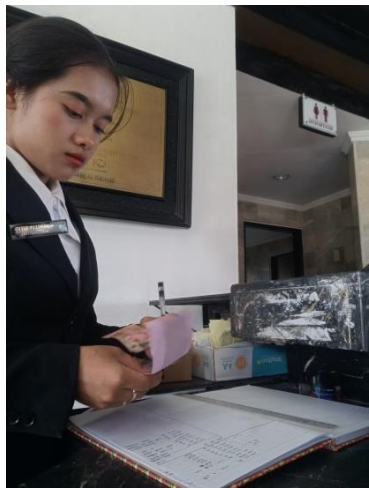
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Friday

Date : Mei 31st, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : June 1st, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : June 2nd, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check in	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : June 3rd, 2024


No	Description	Supervisor	Signature
1.	Making keys room	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : June 4th, 2024


No	Description	Supervisor	Signature
1.	Welcoming guest	Letnan Munthe (front Office Manager)	
Note :			

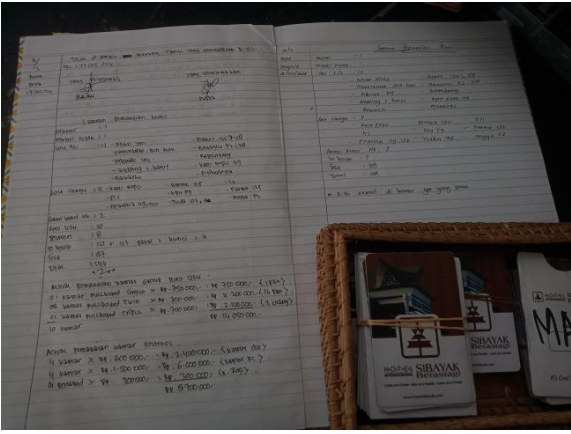
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Welcoming guests by using the predetermined SOP, by saying good morning, good afternoon and good evening

DAILY ACTIVITY APPRENTICESHIP

Day : Thursday

Date : June 6th, 2024


No	Description	Supervisor	Signature
1.	Making keys room	Letnan Munthe (front Office Manager)	
Note :			

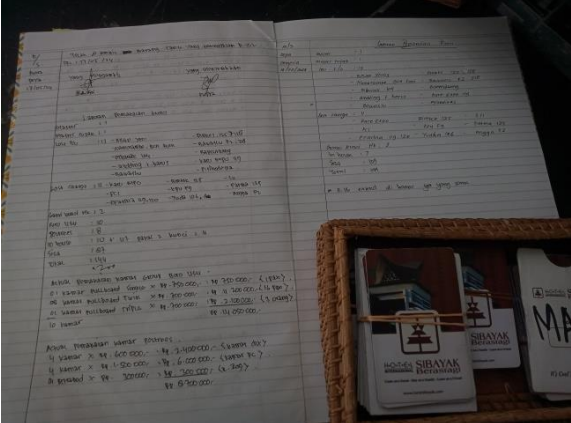
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

DAILY ACTIVITY APPRENTICESHIP

Day : Friday

Date : June 7th, 2024


No	Description	Supervisor	Signature
1.	Making keys room	Letnan Munthe (front Office Manager)	
Note :			

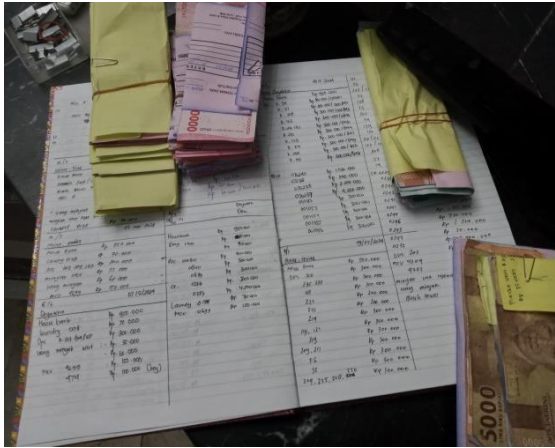
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Making room keys using the system provided, this card will deactivate itself according to the guest's check out schedule

DAILY ACTIVITY APPRENTICESHIP

Day : Saturday

Date : June 8th, 2024


No	Description	Supervisor	Signature
1.	Create report money	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Help employees make financial reports, guest deposits, guest cash

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Sunday

Date : June 9th, 2024


No	Description	Supervisor	Signature
1.	Create report bill guest	Letnan Munthe (front Office Manager)	
Note :			

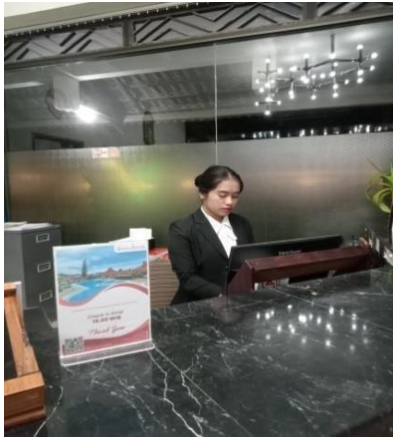
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Every time a guest finishes their stay they will ask for the bill

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : June 10th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			

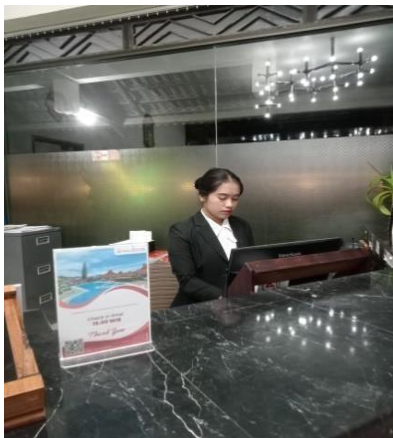
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : June 11th, 2024


No	Description	Supervisor	Signature
1.	Help employees serve guests check out	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Assist employees in serving guests check out and check in by requesting room cards and completing payments if necessary

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : June 12th, 2024


No	Description	Supervisor	Signature
1.	Create report bill guest	Letnan Munthe (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Every time a guest finishes their stay they will ask for the bill

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Thursday

Date : June 13th, 2024


No	Description	Supervisor	Signature
1.	Briefing	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		

**DAILY ACTIVITY
APPRENTICESHIP**

Day :Friday

Date : June 14th, 2024

No	Description	Supervisor	Signature
1.	Farewell to employees and managers	Letnan Munthe (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Farewell to employees and managers, after the interns are finished all the front office employees hold a farewell

APPENDIX 8: Logbook of Activity in SIAKAD


































Data Kegiatan		Periode	2023 Genap	Unit	D3 Bahasa Inggris
Peserta		Jenis Kegiatan	Kerja Praktek/PKL	Instansi	Hotel Internasional Sibayak
Pembimbing		Nama Kegiatan	On the Job Training	Kelompok	
Rincian Kegiatan					
No.	Tgl. Kegiatan	Pembimbing	Penulis	Topik	Aksi
1	Rabu, 22 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	LIBURR	
2	Selasa, 21 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membantu staff check in dan check out tamu	
3	Senin, 20 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membuat Laporan Keuangan	
4	Minggu, 19 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu staff check in tamu	
5	Sabtu, 18 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membuat Laporan Bill Tamu	
6	Jumat, 17 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membuat Laporan Bill Tamu Check in	
7	Kamis, 16 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu General Manager Membuat Laporan Bill check in Hotel	
8	Rabu, 15 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	LIBURR	
9	Selasa, 14 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Gotong Royong	
10	Senin, 13 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu Tamu Showing Kamar	
11	Minggu, 12 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu Staff Check in Check out Tamu	
12	Sabtu, 11 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu Tamu Mengarahkan Untuk Sarapan ke Restoran	
13	Jumat, 10 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Menulis Guest Folio	
14	Kamis, 9 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu Tamu Showing Kamar	
15	Rabu, 8 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	LIBURR	
16	Selasa, 7 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membantu staf Front Office & Gotong Royong	
17	Senin, 6 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu Staff Menyiapkan Kunci grup Pemko Binjai	
18	Minggu, 5 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu Staff Menyiapkan Kunci Untuk Grup Bintang Dan grup Bank Mandiri	
19	Sabtu, 4 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu staff check in kan group AUTO 2000	
20	Jumat, 3 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membuat Laporan Keuangan	
21	Kamis, 2 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Breafing Dengan Supervisor	
22	Rabu, 1 Mei 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	LIBURR	
23	Selasa, 30 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membuat Laporan Pemakaian Kunci	
24	Senin, 29 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu Tamu Showing Kamar	
25	Minggu, 28 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu staff check in tamu	
26	Sabtu, 27 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu staff check in check out tamu	
27	Jumat, 26 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membuat Laporan Pemakaian Kunci	
28	Kamis, 25 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu Tamu Showing Kamar	
29	Rabu, 24 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membuat Laporan Pemakaian Kunci	
30	Selasa, 23 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu Tamu Showing Kamar	
31	Senin, 22 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	LIBURR	
32	Minggu, 21 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu staff check in check out tamu	
33	Minggu, 21 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membantu Staff Extend Group Bimtek	
34	Sabtu, 20 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membantu Staff Extend Group Bimtek	
35	Jumat, 19 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu staff check in group Bimtek	
36	Kamis, 18 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membuat Laporan bill	
37	Rabu, 17 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Bantu tamu showing kamar	
38	Selasa, 16 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitis	Membuat Laporan Keuangan	

No	Tanggal	Nama	Instansi	Uraian Kegiatan	Status
39	Senin, 15 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	LIBURR	
40	Minggu, 14 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Membuat Voucher Bazar Lebaran tamu	
41	Sabtu, 13 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Membuat Voucher Bazar Lebaran Tamu	
42	Jumat, 12 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Membuat Voucher Bazar Lebaran Tamu	
43	Kamis, 11 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Membuat Voucher Bazar Lebaran Tamu	
44	Rabu, 10 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Membuat Voucher Bazar Lebaran Tamu	
45	Selasa, 9 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Membuat Laporan Keuangan	
46	Senin, 8 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	LIBURR	
47	Minggu, 7 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	IZN	
48	Sabtu, 6 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Membuat Laporan Keuangan	
49	Jumat, 5 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Membuat Laporan Pemakaian Kunci	

50	Kamis, 4 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Membuat laporan bill	
51	Rabu, 3 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu General Manager Membuat Laporan Bill check in Hotel	
52	Selasa, 2 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu staff check in check out tamu	
53	Senin, 1 April 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	LIBURR	
54	Minggu, 31 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu General Manager Membuat Laporan Bill check in Hotel	
55	Sabtu, 30 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu General Manager Membuat Laporan Bill check in Hotel	
56	Jumat, 29 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu staff check in check out tamu	
57	Kamis, 28 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Stempel Surat Tamu	
58	Rabu, 27 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu staff check in tamu	
59	Selasa, 26 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu General Manager Membuat Laporan Bill check in Hotel	
60	Senin, 25 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu General Manager Membuat Laporan Bill check in Hotel	

61	Minggu, 24 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Membuat Laporan Deposit Keuangan Tamu	
62	Sabtu, 23 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu staff check in group Vihara	
63	Jumat, 22 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	LIBURR	
64	Kamis, 21 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu General Manager Membuat Laporan Bill check in Hotel	
65	Rabu, 20 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu staff Check out tamu	
66	Selasa, 19 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu staff Check out tamu	
67	Senin, 18 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu General Manager Membuat Laporan Bill check Hotel	
68	Minggu, 17 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu General Manager Membuat Laporan Bill check Hotel	
69	Sabtu, 16 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Showing kamar	
70	Jumat, 15 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	LIBURR	
71	Kamis, 14 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sito	Bantu staff check in check out tamu	

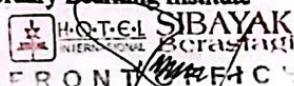
72	Rabu, 13 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu General Manager Membuat Laporan Bill check Hotel	  
73	Selasa, 12 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu Mengarahkan Untuk Sarapan ke restoran	  
74	Senin, 11 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu General Manager Membuat Laporan Bill check Hotel	  
75	Minggu, 10 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu tamu Showing kamar	  
76	Sabtu, 9 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Membantu staf bag Front Office & Keg Ulah Hotel	  
77	Jumat, 8 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Menghadiri acara pernikahan general manager	  
78	Kamis, 7 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu staff check out tamu driver	  
79	Rabu, 6 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	LIBURR	  
80	Selasa, 5 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Gotong Royong	  
81	Senin, 4 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Membuat Laporan Pemakaian Kunci	  
82	Minggu, 3 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu staff check in check out tamu	  

83	Sabtu, 2 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu Tamu Buka Pintu Kamar	  
84	Jumat, 1 Maret 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu Staff Rycle kunci kamar per kamar	  
85	Kamis, 29 Februari 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Memberikan schedule staff dengan anak pki kepada general manager hotel	  
86	Rabu, 28 Februari 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu staff check bill	  
87	Selasa, 27 Februari 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	LIBURR	  
88	Senin, 26 Februari 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu staff check in check out tamu	  
89	Minggu, 25 Februari 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu staff check in check out tamu	  
90	Sabtu, 24 Februari 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu Staff	  
91	Jumat, 23 Februari 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Menangani masalah komplain dari tamu	  
92	Kamis, 22 Februari 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu staff	  
93	Rabu, 21 Februari 2024	19770292014041001 - M. Sabri, S.Pd, M.Par	520321141 - Cornelia Sitio	Bantu staff	  

**ATTENDANCE LIST OF APPRENTICESHIP
PT INDAH ALAM LESTARI
HOTEL INTERNASIONAL SIBAYAK
FEBRUARY LEARNING INSTITUTE**

Name : Cornelia Sitio
Nim : 5203211141
Front Office Manager : Letnan Munthe

No	Day	Date	In	Out	Remarks
1	Monday	12/02/2024	08.00	16.00	
2	Tuesday	13/02/2024	08.00	16.00	
3	Wednesday	14/02/2024	08.00	16.00	
4	Thursday	15/02/2024	08.00	16.00	
5	Friday	16/02/2024	08.00	16.00	
6	Saturday	17/02/2024	08.00	16.00	
7	Monday	19/02/2024	08.00	16.00	
8	Tuesday	20/02/2024	08.00	16.00	
9	Wednesday	21/02/2024	08.00	16.00	
10	Thursday	22/02/2024	08.00	16.00	
11	Friday	23/02/2024	08.00	16.00	
12	Saturday	24/02/2024	08.00	16.00	
13	Monday	26/02/2024	08.00	16.00	
14	Tuesday	27/02/2024	08.00	16.00	
15	Wednesday	28/02/2024	08.00	16.00	
16	Thursday	29/02/2024	08.00	16.00	

Berastagi, February 2024
February Learning Institute

FRONT OFFICE
Letnan Munthe

**ATTENDANCE LIST OF APPRENTICESHIP
PT INDAH ALAM LESTARI
HOTEL INTERNASIONAL SIBAYAK
MARCH LEARNING INSTITUTE**

Name : Cornelia Sitio
Nim : 5203211141
Front Office Manager : Letnan Munthe

No	Day	Date	In	Out	Remarks
1	Friday	01/03/2024	08.00	16.00	
2	Saturday	02/03/2024	08.00	16.00	
3	Monday	04/03/2024	08.00	16.00	
4	Tuesday	05/03/2024	08.00	16.00	
5	Wednesday	06/03/2024	08.00	16.00	
6	Thursday	07/03/2024	08.00	16.00	
7	Friday	08/03/2024	08.00	16.00	
8	Saturday	09/03/2024	08.00	16.00	
9	Monday	11/03/2024	08.00	16.00	
10	Tuesday	12/03/2024	08.00	16.00	
11	Wednesday	13/03/2024	08.00	16.00	
12	Thursday	14/03/2024	08.00	16.00	
13	Friday	15/03/2024	08.00	16.00	
14	Saturday	16/03/2024	08.00	16.00	
15	Monday	18/03/2024	08.00	16.00	
16	Tuesday	19/03/2024	08.00	16.00	
17	Wednesday	20/03/2024	08.00	16.00	
18	Thursday	21/03/2024	08.00	16.00	
19	Friday	22/03/2024	08.00	16.00	
20	Saturday	23/03/2024	08.00	16.00	
21	Monday	25/03/2024	08.00	16.00	

22	Tuesday	26/03/2024	08.00	16.00	
23	Wednesday	27/03/2024	08.00	16.00	
24	Thursday	28/03/2024	08.00	16.00	
25	Friday	29/03/2024	08.00	16.00	
26	Saturday	30/03/2024	08.00	16.00	

Berastagi, March 2024
March Learning Institute
HOTEL SBAYAK
Berastagi
FRONT OFFICE
Letnan Munthe

**ATTENDANCE LIST OF APPRENTICESHIP
PT INDAH ALAM LESTARI
HOTEL INTERNASIONAL SIBAYAK
APRIL LEARNING INSTITUTE**

Name : Comelia Sitio

Nim : 5203211141


Front Office Manager : Letnan Munthe

No	Day	Date	In	Out	Remarks
1	Monday	01/04/2024	08.00	16.00	
2	Tuesday	02/04/2024	08.00	16.00	
3	Wednesday	03/04/2024	08.00	16.00	
4	Thursday	04/04/2024	08.00	16.00	
5	Friday	05/04/2024	08.00	16.00	
6	Saturday	06/04/2024	08.00	16.00	
7	Monday	08/04/2024	08.00	16.00	
8	Tuesday	09/04/2024	08.00	16.00	
9	Wednesday	10/04/2024	08.00	16.00	
10	Thursday	11/04/2024	08.00	16.00	
11	Friday	12/04/2024	08.00	16.00	
12	Saturday	13/04/2024	08.00	16.00	
13	Monday	15/04/2024	08.00	16.00	
14	Tuesday	16/04/2024	08.00	16.00	
15	Wednesday	17/04/2024	08.00	16.00	
16	Thursday	18/04/2024	08.00	16.00	
17	Friday	19/04/2024	08.00	16.00	
18	Saturday	20/04/2024	08.00	16.00	
19	Monday	22/04/2024	08.00	16.00	
20	Tuesday	23/04/2024	08.00	16.00	
21	Wednesday	24/04/2024	08.00	16.00	
22	Thursday	25/04/2024	08.00	16.00	

23	Friday	26/04/2024	08.00	16.00	
24	Saturday	27/04/2024	08.00	16.00	
25	Monday	29/04/2024	08.00	16.00	
26	Tuesday	30/04/2024	08.00	16.00	

Berastagi, April 2024

Learning Institute

 PT. HOTEL SIBAYAK
BERASTAGI
INTERNASIONAL

FRONT OFFICE

Letnan Munthe

**ATTENDANCE LIST OF APPRENTICESHIP
PT INDAH ALAM LESTARI
HOTEL INTERNASIONAL SIBAYAK
MAY LEARNING INSTITUTE**

Name : Cornelia Sitio
Nim : 5203211141
Front Office Manager : Letnan Munthe

No	Day	Date	In	Out	Remarks
1	Wednesday	01/05/2024	08.00	16.00	
2	Thursday	02/05/2024	08.00	16.00	
3	Friday	03/05/2024	08.00	16.00	
4	Saturday	04/05/2024	08.00	16.00	
5	Monday	06/05/2024	08.00	16.00	
6	Tuesday	07/05/2024	08.00	16.00	
7	Wednesday	08/05/2024	08.00	16.00	
8	Thursday	09/05/2024	08.00	16.00	
9	Friday	10/05/2024	08.00	16.00	
10	Saturday	11/05/2024	08.00	16.00	
11	Monday	13/05/2024	08.00	16.00	
12	Tuesday	14/05/2024	08.00	16.00	
13	Wednesday	15/05/2024	08.00	16.00	
14	Thursday	16/05/2024	08.00	16.00	
15	Friday	17/05/2024	08.00	16.00	
16	Saturday	18/05/2024	08.00	16.00	
17	Monday	20/05/2024	08.00	16.00	
18	Tuesday	21/05/2024	08.00	16.00	
19	Wednesday	22/05/2024	08.00	16.00	
20	Thursday	23/05/2024	08.00	16.00	
21	Friday	24/05/2024	08.00	16.00	
22	Saturday	25/05/2024	08.00	16.00	

23	Monday	27/05/2024	08.00	16.00	
24	Tuesday	28/05/2024	08.00	16.00	
25	Wednesday	29/05/2024	08.00	16.00	
26	Thursday	30/05/2024	08.00	16.00	
27	Friday	31/05/2024	08.00	16.00	

Berastagi, May 2024
May Learning Institute

FRONT OFFICE
Letnan Munthe

**ATTENDANCE LIST OF APPRENTICESHIP
PT INDAH ALAM LESTARI
HOTEL INTERNASIONAL SIBAYAK
JUNE LEARNING INSTITUTE**

Name : Cornelia Sitio
Nim : 5203211141
Front Office Manager : Letnan Munthe

No	Day	Date	In	Out	Remarks
1	Saturday	01/06/2024	08.00	16.00	
2	Monday	03/06/2024	08.00	16.00	
3	Tuesday	04/06/2024	08.00	16.00	
4	Wednesday	05/06/2024	08.00	16.00	
5	Thursday	06/06/2024	08.00	16.00	
6	Friday	07/06/2024	08.00	16.00	
7	Saturday	08/06/2024	08.00	16.00	
8	Monday	10/06/2024	08.00	16.00	
9	Tuesday	11/06/2024	08.00	16.00	
10	Wednesday	12/06/2024	08.00	16.00	
11	Thursday	13/06/2024	08.00	16.00	
12	Friday	14/06/2024	08.00	16.00	

Berastagi, June 2024
June Learning Institute

 HOTEL INTERNASIONAL SIBAYAK
Berastagi
FRONT OFFICE
Letnan Munthe


**PENILAIAN DARI PERUSAHAAN KERJA PRAKTEK
 HOTEL INTERNASIONAL SIBAYAK**

Nama : Cornelia Sitio
Nim : 5203211141
Program Studi : D-III Bahasa Inggris
Kampus : Politeknik Negeri Bengkalis

No	Aspek Penilaian	Bobot	Nilai
1	Disiplin	20 %	20 %
2	Tanggung- Jawab	25 %	20 %
3	Penyesuaian Diri	10 %	7 %
4	Hasil Kerja	30 %	25 %
5	Perilaku Secara Umum	15 %	12 %
	Total Jumlah (1+2+3+4+5)	100 %	84 %

Keterangan :

Nilai Kriteria

81 – 100 : Istimewa

71 – 80 : Baik Sekali ✓

66 – 70 : Baik

61 – 65 : Cukup Baik

56 – 60 : Cukup

Catatan :

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Berastagi 14 Juni 2024

Johanes Tarigan

Supervisor

HOTEL : Jl. Merdeka, Berastagi, North Sumatera, 22156 Indonesia. Tel : +62 628 91301
 SALES OFFICE : Jl. Sutomo 25, Medan 20234, Indonesia. Tel : +62 61 4525222
 ☎ : 085260784222 (Office Hours) | ☎ : 085207770017 (Off Hours)



H.O.T.E.L SIBAYAK
INTERNASIONAL Berastagi

SURAT KETERANGAN
No. 82/HRM-HSI/VI/2024

Manajemen Hotel Sibayak Internasional Berastagi dengan ini menerangkan bahwa Mahasiswa Politeknik Negeri Bengkalis :

Nama : Cornelia Sitio
NIM : 5203211141
Program Studi : Bahasa Inggris
Konsentrasi : Front Office

Adalah benar telah menyelesaikan Program Magang di Hotel Sibayak Internasional Berastagi.

Demikianlah hal ini kami sampaikan. Atas kerjasamanya kami ucapkan terima kasih.

Berastagi, 14 Juni 2024
Manajemen Hotel Sibayak
Internasional – Berastagi


H.O.T.E.L SIBAYAK
INTERNASIONAL Berastagi

Sri Mahyardianti
Human Resources Department

CC : File



H.O.T.E.L
INTERNASIONAL
SIBAYAK
Berastagi

CERTIFICATE OF PARTICIPATION

This is to certify that

Cornelia Sítő

has successfully participated in the following programme

PRACTICAL WORK

conducted by

FO DEPT.

on 12th FEB 2024 - 14th JUN 2024

at

HOTEL SIBAYAK INTERNASIONAL BERASTAGI

Achmad Zulham

General Manager

Rita Saragih

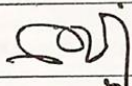



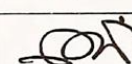
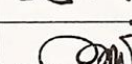
HR & GA Manager

Instagram



CONSULTATION SHEET
Hotel International Sibayak

Name : Cornelia Sitio
 Reg. Number : 5203211141
 Advisor : M. Sabri M. Par

Day/Date	Revision	Advisor
March 31 st , 2024	Consultation related to On the Job Training.	
March 24 th , 2024	Report : chapter 1	
April 3 th , 2024	Report : chapter 1 & 2	
May 25 th , 2024	Report : chapter 1, 2 & 3	
June 13 th , 2024	Report : All chapters	
Thur, 27 June 2024	OK Continue to seminar!	

Bengkalis, June 28th, 2024



M. Sabri M. Par
 NIP: 197710292014041001