

APPRENTICESHIP REPORT
MUTIARA DAIRI HOTEL



OKDINESA GRACE SITINJAK
5203211142

ENGLISH STUDY PROGRAM
LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2024

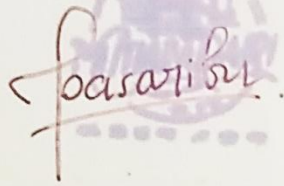
APPROVAL SHEET
APPROVAL SHEET
APPRENTICESHIP REPORT
MUTIARA DAIRI HOTEL

Written as one of the conditions for completing Apprenticeship

OKDINESA GRACE SITINJAK
5203211142

Berastagi, June 14th 2024

Front Office Manager
MUTIARA DAIRI HOTEL



Veronica Dwitasari Pasaribu, SIP.

Advisor,



Safra Apriani Zahraa, M.Pd
NIP. 198304052012122001

Approved by,

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



Ari Satria, M.Pd.BI
NIP. 198805172015041002

ACCEPTANCE SHEET

This is certifying that we have been examined the apprenticeship report of **Okdinesa Grace Sitinjak Reg. Number 5203211142** who has done the apprenticeship at Mutiara Dairi Hotel start from March 4th – June 29th 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

Accepted by:

Advisor



Safra Apriani Zahraa, M.Pd
NIP. 198304052012122001

Approved by:

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



Ari Satria, M.Pd.B.I
NIP. 198805172015041002

ACKNOWLEDGEMENT

All praises to Almighty God because of His blessing and mercy the writing of this apprenticeship report at Mutiara Dairi Hotel timely.

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

1. Johny Custer, S.T.,M.T. as the Director of State Polytechnic of Bengkalis.
2. Diah Paramita Sari, M.Pd as the Head of Language Department.
3. Ari Satria, M.Pd.BI as a Head of English Study Program.
4. Safra Apriani Zahraa, M.Pd as an advisor
5. Rionaldi, M.Pd as a coordinator of Apprenticeship
6. Veronica Dwitasari Pasaribu, SIP. as a Front Office Manager
7. All staff of Front Office department for the opportunity to internship in these departments and friends of Language Department 21
8. All Lectures of Language Department in State Polytechnic of Bengkalis.
9. All family members who gave never ending contributions in material and moral.

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, January 09th, 2024

The Writer,

OKDINESA GRACE SITINJAK

Reg. Number: 5203211142

TABLE OF CONTENTS

APPROVAL SHEET	i
ACCEPTANCE SHEET.....	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS.....	iv
LIST OF TABLES	vi
LIST OF FIGURES	vii
LIST OF APPENDICES	viii
CHAPTER I.....	1
INTRODUCTION.....	1
1.1 Background of Apprenticeship.....	1
1.2 Purposes of Apprenticeship.....	1
1.3 Significances of Apprenticeship.....	2
CHAPTER II.....	3
GENERAL DESCRIPTION OF THE COMPANY	3
2.1 Company History	3
2.2 Vision and Mision	3
2.3 Kind of Business	4
2.4 Organization Structure	4
2.5 Document Used for Activity	8
CHAPTER III	10
SCOPE OF THE APPRENTICESHIP	10
3.1 Job Description.....	10
3.2 System and Procedure	10
3.3 Place of Apprenticeship.....	15
3.4 Kind and Description of the Activity	15

CHAPTER IV	22
CONCLUSION AND SUGGESTION	22
4.1 Conclusion.....	22
4.2 Suggestion	22
REFERENCES	23
APPENDICES	24