

APPRENTICESHIP REPORT
MUTIARA DAIRI HOTEL



OKDINESA GRACE SITINJAK
5203211142

ENGLISH STUDY PROGRAM
LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2024

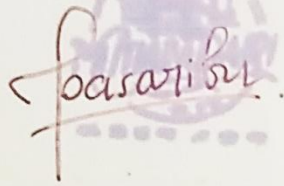
APPROVAL SHEET
APPROVAL SHEET
APPRENTICESHIP REPORT
MUTIARA DAIRI HOTEL

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

LIST OF TABLES

Table 3. 1 Agenda of Activities of March 4 th – March 10 th , 2024.....	15
Table 3. 2 Agenda of Activities of March 11 th – March 17 th , 2024.....	15
Table 3. 3 Agenda of Activities of March 18 th – March 24 th , 2024.....	16
Table 3. 4 Agenda of Activities of March 25 th – March 31 st , 2024.....	16
Table 3. 5 Agenda of Activities of April 1 st – April 7 th , 2024.....	16
Table 3. 6 Agenda of Activities of April 8 th – April 14 th , 2024.....	17
Table 3. 7 Agenda of Activities of April 15 th – April 21 st , 2024.....	17
Table 3. 8 Agenda of Activities of April 22 nd – April 28 th , 2024.....	18
Table 3. 9 Agenda of Activities of April 29 th – May 5 th , 2024.....	18
Table 3. 10 Agenda of Activities of May 6 th – May 12 th , 2024.....	18
Table 3. 11 Agenda of Activities of May 13 th – May 19 th , 2024.....	19
Table 3. 12 Agenda of Activities of May 20 th – May 26 th , 2024.....	19
Table 3. 13 Agenda of Activities of May 27 th – June 2 nd , 2024.....	20
Table 3. 14 Agenda of Activities of June 3 rd – June 9 th , 2024.....	20
Table 3. 15 Agenda of Activities of June 10 th – June 16 th , 2024.....	20
Table 3. 16 Agenda of Activities of June 17 th – June 23 rd , 2024.....	21
Table 3. 17 Agenda of Activities of June 24 th – June 29 th , 2024.....	21

LIST OF FIGURES

Figure 2. 1 Mutiara Dairi Hotel.....	5
Figure 2. 2 The Management Team of Mutiara Dairi Hotel	5
Figure 3. 1 Serving the guest.....	11
Figure 3. 2 Helping guest check-in	12
Figure 3. 3 Making guest booking reservation.....	13
Figure 3. 4 Checking after guest check-out	14

LIST OF APPENDICES

Appendix 1 : Apprenticeship Acceptance Letter	24
Appendix 2 : Apprenticeship Letter	25
Appendix 3: Evaluation Form	26
Appendix 4: List of Attendance	27
Appendix 5: Daily Activities Apprenticeship	28
Appendix 7: Logbook of Activity in SIAKAD.....	133

CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

State Polytechnic of Bengkalis is a vocational higher education institution and the only state polytechnic in Riau. There are two graduation requirements, namely a final report and an apprenticeship. Apprenticeship or practical work or an internship is part of job training or a process for directly applying knowledge and competencies in the world of work that are obtained during the study period. This internship is carried out after Bengkalis State Polytechnic students have completed of semester five for D3 and semester six for D4. This internship is carried out for four months. Based on the above, the author as a student of the English Study Program is required to carry out practical work for 4 (four) months. The author joined the opportunity to complete state corporate at Mutiara Dairi Hotel because this company collaborates with many foreigners. This can help the author in implementing the knowledge and theoretical concepts studied. Classes into workplace practice and align with areas of expertise such as English, etiquette, and work teams.

The author did an internship at Mutiara Dairi Hotel because this company is an infrastructure company and has many business units. The author wants to implement the knowledge and theoretical concepts that have been obtained during lectures into the context of the world of work. With this, the author hopes to gain direct experience in applying theoretical knowledge and concepts, according to his field of expertise. On February 1st to June 1st 2024, on June 1st 2024, the author completed the internship program. The author is placed in the Human Resources Department.

1.2 Purposes of Apprenticeship

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

1.3 Significances of Apprenticeship

The benefits of the Practical Work activity for students and Politeknik Negeri Bengkalis are:

1. For the author, the implementation of this practical work can provide information to the author about how does the job descriptions work, work systems and procedures, where practical work is carried out, obstacles and solutions when carrying out practical work at Mutiara Dairi Hotel, so as to improve skills and insights both in terms of hard skill and soft skill competencies.
2. For the Bengkalis State Polytechnic, the implementation of this practical work is expected to create a good cooperative relationship between the Bengkalis State Polytechnic and Mutiara Dairi Hotel.
3. For the Company, the implementation of this practical work is expected to contribute ideas and reveal problems that arise and provide suggestions in solving problems, so that in the end it can provide benefits for the development of the company.

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2.1 Company History

A receptionist serves as the interface between a company and its customers. They provide admin support, travel arrangements and assisting HR teams. A hotel receptionist takes bookings, checks guests in and out of the hotel, allocates rooms and keys, and is the main point of contact between the guests and the staff. In the meantime, our nation's event planner Hospitality has expanded quickly. Taking bookings and cancellations, usually by phone, email or face-to-face and recording the information on computer. In actuality, Receptionist has been practiced for a very long time in Indonesia. In Indonesia, front office or Reception, gained popularity in the 1990s and again in 2024 during the crisis when many people quit their jobs and started looking for other sources of income online, such as Dairi Mutiara Hotel. Receptionist Mutiara Dairi Hotel services are services for planning an event or activity that involve a number of methodical procedures and call for tenacity, seriousness, and cohesive collaboration in situations where the event is jam-packed with deadlines, goals, scheduling, pressure, and solid teamwork. The foremost imperative thing is the occasion organizers' imaginative thoughts that come to intellect, which are at that point created into a concept. Once the concept is there, at that point begin considering almost how to raise reserves so that the occasion can be run.

2.2 Vision and Mission

2.2.1 Company Vision

Work for Partners; organize activities and or Service (Facilities) in full to convey the message, as needed and in the direction of the goal.

2.2.2 Company Mission

1. Organizing activities (events) in an appropriate, targeted, and cost-effective manner.

2. Organization of activities in the Right Target (Effective), and Right Cost (Efficient).
3. Provision of Facilities & Infrastructure supporting Activities (Events) that are Representative and Quality.
4. Meeting the needs and achieving Partner satisfaction for organizing activities (events) and providing facilities / infrastructure through work experience and work networks owned by Manager
5. Implementation of good and correct Corporate Governance Principles.
6. Good Corporate Governance (GCG).

2.3 Kind of Business

Mutiara Dairi Hotel has a total of 84 modern rooms with seven types of rooms, including Junior, Superior, Deluxe, Suite I, Suite II, Suite III, and Suite IV. Not only as a place to stay, is this hotel also used as a meeting place. Mutiara Dairi Hotel has 84 rooms and other facilities such as an outdoor swimming pool, ATM, cafe, and other supporting facilities. The multipurpose room can be used for all events, such as meetings, birthdays, reunions, blessings, weddings, and other events. The restaurant provides a variety of foods for breakfast, lunch, and dinner, as well as coffee, etc. This hotel also provides two types of areas according to guest needs: smoking and non-smoking.

2.4 Organization Structure

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



Figure 2. 1 Mutiara Dairi Hotel

MUTIARA DAIRI HOTEL

ORGANIZATIONAL STRUCTURE

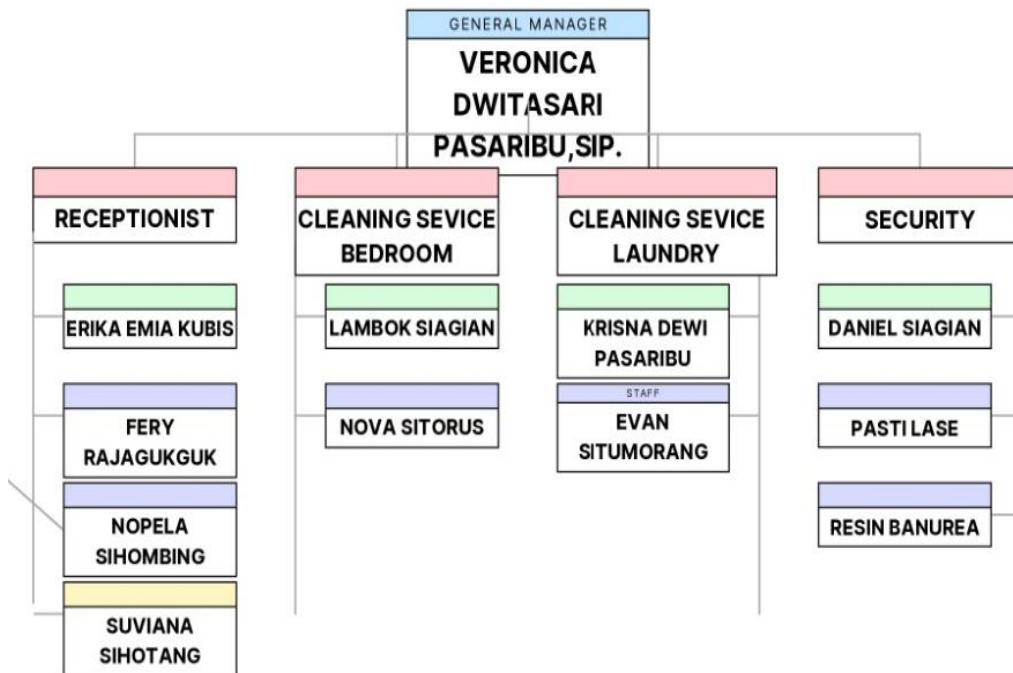


Figure 2. 2 The Management Team of Mutiara Dairi Hotel

There are several departments in Mutiara Dairi Hotel, such secretariat. Each of the department has its own responsibility to achieve the goals of the organization. The following is description of each position:

1. General Manager

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

2. Assistant Manager Hotel

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

3. Marketing

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

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

4. Sales

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

5. Front Office

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

- A. Responsible for all activities in the front office
- B. Optimize and maximize hotel occupancy rates.

- C. Make room check-in and check-out reports.
- D. Sell rooms and provide information about all products, facilities, services, and activities in the hotel and outside the hotel.
- E. Coordinate guest services, especially for those who experience complaints and problems.

6. Reservation

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

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

7. Room Division / Housekeeping

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

8. Food & Beverage

The F&B is responsible for:

- A. Supervise and control the preparation of food and other dishes that must be served to guests.
- B. F&B managers must also be able to organize when planning new menus.
- C. Control food and beverage costs, control food safety, and make reports.

9. Human Resources

HRM's duties include:

- A. Responsible for all employee administration.

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

10. Accounting

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

11. Chief Engineer

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

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

- A. Responsible for repairing and maintaining hotel equipment and facilities
- B. Make reports regarding repairs or renewals of hotel facilities and equipment.

12. Finance

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

13. Security

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

2.5 Document Used for Activity

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

1. Guest Registration Card (RC): is a registration form containing the rules

that can and cannot be followed during the stay, along with sanctions for violations, which must be signed by guests when checking in.

2. Folio / Payment Receipt: is a printout of proof of guest payment after withdrawal via account / cash and input into the system.
3. Luggage Tag: is an item tag given to guests and affixed to the item to number the item entrusted so that it makes it easier to pick it up.
4. Miscellaneous Charge: is guest payment form for laundry, SPA, room service and other.

CHAPTER III

SCOPE OF THE APPRENTICESHIP

3.1 Job Description

The apprenticeship was carried out for 4 months, starting from March 3rd to June 31st, 2024, at the Mutiara Dairi Hotel. During the apprenticeship, the writer was placed in the Front Office department. The work according to the contract is 9 hours, from Monday to Saturday. Following are some of the main tasks carried out during the apprenticeship:

1. Serving the Guest
2. Helping check-in process
3. Making Guest Booking Reservation
4. Checking room After Guest Check-Out

3.2 System and Procedure

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

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

1. Serving the Guest

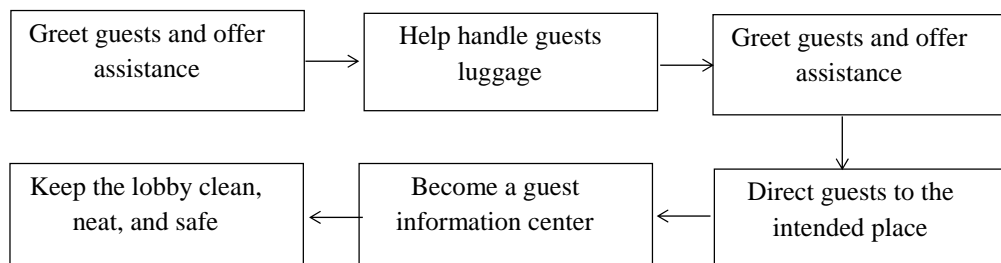
The basic things that a serving the guest must have are to be friendly, speak clearly, and precisely, and have broad insight into the hotel and the area around the hotel. Following are some steps to becoming a greeter's:

- Greet guests as they come in and out of the hotel.
- Offer assistance with guests' luggage.
- Help handle guests who leave luggage and store it in the luggage storage, as well as help keep guest luggage from the luggage storage when the concierge team is busy.
- Direct guests to the intended place.

- Become a guest information center regarding hotel facilities and activities in the hotel and other things outside the hotel, such as public transport routes, nearby shopping places, the odd-even system, etc.
- Keep the lobby clean, neat, and safe so there are no guest things left in the lobby, especially when guests are queuing for a long time. Make sure the condition remains safe.



Figure 3. 1 Serving the guest



2. Helping Check-In Process

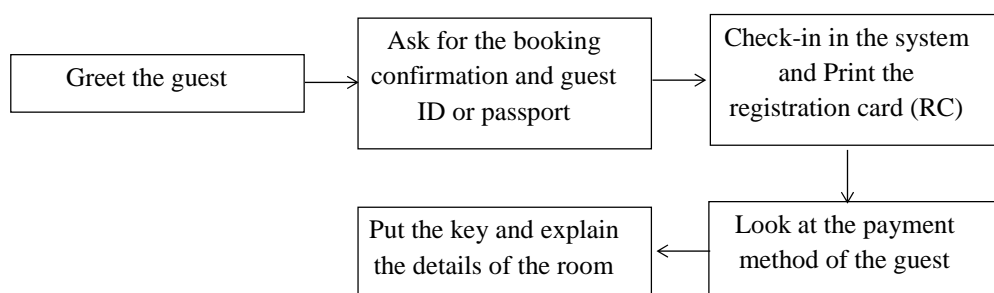
- Greet the guest and be friendly.
- Ask for the booking confirmation of the guest and search in the system.
- Ask for the guest ID card or passport that is relevant to the name of the book.
- Read the reservation details to the guest before checking in the guest's book, such as the period of stay, room type, room preference, room only or including breakfast, payment method, guarantee deposit, membership, or offering if not a member.
- Check-in in the system and choose the room that is relevant to the guest's

request.

- Print the registration card (RC) and ask the guest to sign the registration. Also ask for the guest's phone number.
- Look at the payment method of the guest. If the guest books with a travel agent, the payment already paid by the guest and travel agent will be attached to the virtual credit card for the payment. However, if the guest books by personal, the payment has not yet paid.
- Put the key into the key jacket and give it to the guest.
- Explain the details of the room, such as the smoking or non-smoking room and, as a consequence, hotel facilities, operational hours, and Wi-Fi.
- Input the guest personal such as phone number, email and address if it is possible.



Figure 3. 2 Helping guest check-in



3. Making Guest Booking Reservation

- To enter guest reservations into the Visual Hotel Program (VHP) system, the steps are as follows: Launch the VHP system: Log in to the VHP

software using your credentials. Make sure you have the required access rights to enter guest reservations.

- Navigate to the reservation module: Once logged in, locate the reservation module within the VHP system.
- Create a new reservation: Within the reservation module, locate the option to create a new reservation.
- Enter the guest details, such as full name, contact information (phone number, email address), and additional details relevant to their stay (e.g., special requests, preferences, loyalty program memberships, etc.).
- Select the dates or length of stay and the room type and number of guests to be staying, along with other reservation details.
- Assign the room the guest will be staying in.
- Add reservation notes if the guest wishes for additional requirements such as early check-in or late check-out.
- Confirm and save the reservation in the system.
- Confirm the reservation details with the guest to avoid any reservation input errors.

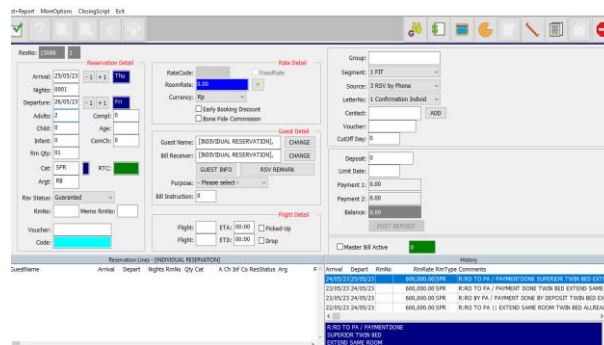
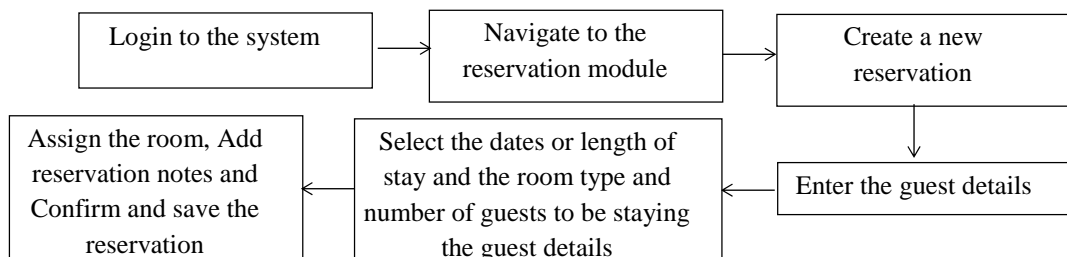


Figure 3. 3 Making guest booking reservation



4. Checking Room After Guest Check-Out

To check the room is done after the guest checks out or check-out time.

Things to do are:

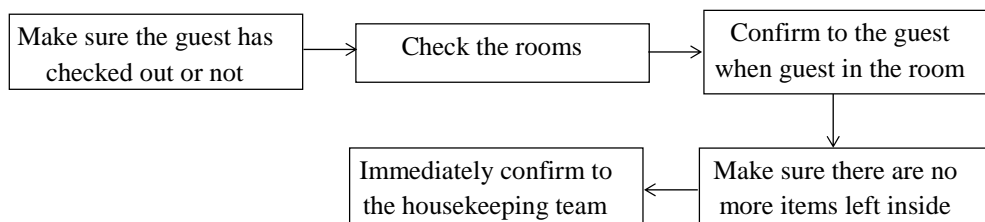
- Make sure the guest has checked out or not from the system.
- Check the rooms one by one by pressing the bell first.
- If the guest is still in the room, confirm to the guest that the check-out time has passed.
- If the guest has checked out, make sure there are no more items left inside.
- Immediately confirm to the housekeeping team so that the room that has been checked out can be cleaned immediately and the guest who will check in does not wait too long.

Kamis, 27 Juni 2024

No	Nama Tamu	No Kamar	Total min	Est	Sp	Charge	Total Tagihan	Daftar	Ke	Ke	No
1	Angga Jurandry	03									
2	Sourana	12									
3	Arthau	01									
4	Ilham Afrizanyah / PT Mayora	06									
5	An Atardi / PT Mayora	15									
6	Lorenzo / Pegadaran	16									
7	Arti / PT Mayora	07									
8	Her Mahwardi / PT Mayora	10									
9	Dedi Setiawan / PT Gandum	27									
10	Astra Darhatsu	09									
11	Yakut / Girzang	02			2p		Rp. 300.000				
12	PMA / Sanata	05					Rp. 100.000		✓	✓	
13	M Dynamics	23			2p		Rp. 100.000		✓	✓	
14	Blip luh	11		H			Rp. 100.000		✓	✓	
15	Pina	01					Rp. 100.000		✓	✓	
16	Yakut / Aest	02			2p		Rp. 100.000		✓	✓	
17	Percin / Andri	13					Rp. 120.000		✓	✓	
18	Samp Camin	14					Rp. 120.500		✓	✓	
19	sup	06									
20	sup	04					Rp. 240.000		✓	✓	

KONTROL

Figure 3. 4 Checking after guest check-out



3.3 Place of Apprenticeship

The apprenticeship was started from March 4th until June 31st, 2024. It was done at Mutiara Dairi Hotel which is located in Sidikalang, Dairi District, and North Sumatra Province. The place of practical work is in the Receptionist section which consists of Material Receiving Assistant and Material Issuing Assistant.

3.4 Kind and Description of the Activity

These are the daily activities in front office at Mutiara Dairi Hotel.

Table 3.1 Agenda of Activities of March 4th – March 10th, 2024

No	Date	Activities	Place of
1	Monday, March 4 th , 2024	Introducing to hotel parts and job desk	Meeting room
2	Tuesday March 5 th , 2024	Introduction and Attending the Meeting	Security
3	Wednesday March 6 th , 2024	Introduction How the Way receptionist Worked	Receptionist
4	Thursday March 7 th , 2024	Writing Register introduction or absent	Receptionist
5	Friday March 8 th , 2024	Making/Writing activities	Receptionist
6	Saturday March 9 th , 2024	Writing Agenda booking	Receptionist
7	Sunday March 10 th , 2024	DAY OFF	

Table 3.2 Agenda of Activities of March 11th – March 17th, 2024

No	Date	Activities	Place
1	Monday March 11 th , 2024	Taking the report from expected departure on system.	Receptionist
2	Tuesday March 12 th , 2024	Taking the report from expected departure on system.	Receptionist
3	Wednesday March 13 th , 2024	Taking the report from expected departure on system.	Receptionist
4	Thursday March 14 th , 2024	Taking the report from expected departure on system.	Receptionist
5	Friday March 15 th , 2024	Taking the report from expected departure on system.	Receptionist
6	Saturday March 16 th , 2024	Making key jacket	Receptionist
7	Sunday March 17 th , 2024	DAY OFF	

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

No	Date	Activities	Place
1	Monday March 18 th , 2024	Making key jacket	Receptionist
2	Tuesday March 19 th , 2024	Making key jacket	Receptionist
3	Wednesday March 20 th , 2024	Making key jacket	Receptionist
4	Thursday March 21 st , 2024	Making key jacket	Receptionist
5	Friday March 22 nd , 2024	Making key jacket	Receptionist
6	Saturday March 23 rd , 2024	Making key jacket	Receptionist
7	Sunday March 24 th , 2024	DAY OFF	

Table 3. 4 Agenda of Activities of March 25th – March 31st, 2024

No	Date	Activities	Place
1	Monday March 25 th , 2024	Making the luggage tag	Receptionist
2	Tuesday March 26 th , 2024	Making the luggage tag	Receptionist
3	Wednesday March 27 th , 2024	Making key jacket	Receptionist
4	Thursday March 28 th , 2024	Making the luggage tag	Receptionist
5	Friday March 29 th , 2024	Serving the guest	Receptionist
6	Saturday March 30 th , 2024	Serving the guest	Receptionist
7	Sunday March 31 st , 2024	DAY OFF	

Table 3. 5 Agenda of Activities of April 1st – April 7th, 2024

No	Date	Activities	Place
1	Monday April 1 st , 2024	Making key jacket	Receptionist
2	Tuesday April 2 nd , 2024	Making the luggage tag	Receptionist
3	Wednesday April 3 rd , 2024	Serving the guest	Receptionist
4	Thursday April 4 th , 2024	Making the luggage tag	Receptionist
5	Friday April 5 th , 2024	Making key jacket	Receptionist

6	Saturday April 6 th , 2024	Taking the report from expected departure on system.	Receptionist
7	Sunday April 7 th , 2024	DAY OFF	

Table 3. 6 Agenda of Activities of April 8th – April 14th, 2024

No	Date	Activities	Place
1	Monday April 8 th , 2024	Learning how to fill the Registration Card	Receptionist
2	Tuesday April 9 th , 2024	Taking the report from expected departure on system.	Receptionist
3	Wednesday April 10 th , 2024	Learning how to fill the Registration Card	Receptionist
4	Thursday April 11 th , 2024	Making key jacket	Receptionist
5	Friday April 12 th , 2024	Making the luggage tag	Receptionist
6	Saturday April 13 th , 2024	Serving the guest	Receptionist
7	Sunday April 14 th , 2024	DAY OFF	

Table 3. 7 Agenda of Activities of April 15th – April 21st, 2024

No	Date	Activities	Place
1	Monday April 15 th , 2024	Setting up wakeup call for the guest request	Receptionist
2	Tuesday April 16 th , 2024	Learning how to fill the Registration Card	Receptionist
3	Wednesday April 17 th , 2024	Taking the report from expected departure on system.	Receptionist
4	Thursday April 18 th , 2024	Serving the guest	Receptionist
5	Friday April 19 th , 2024	Making the luggage tag	Receptionist
6	Saturday April 20 th , 2024	Making key jacket	Receptionist
7	Sunday April 21 st , 2024	DAY OFF	

Table 3. 8 Agenda of Activities of April 22nd – April 28th, 2024

No	Date	Activities	Place
1	Monday April 22 nd , 2024	Studying at Reception	Receptionist
2	Tuesday April 23 rd , 2024	Setting up wakeup call for the guest request	Receptionist
3	Wednesday April 24 th , 2024	Learning how to fill the Registration Card	Receptionist
4	Thursday April 25 th , 2024	Studying at Reception	Receptionist
5	Friday April 26 th , 2024	Studying at Reception	Receptionist
6	Saturday April 27 th , 2024	Serving the guest	Receptionist
7	Sunday April 28 th , 2024	DAY OFF	

Table 3. 9 Agenda of Activities of April 29th – May 5th, 2024

No	Date	Activities	Place
1	Monday April 29 th , 2024	Making key jacket	Receptionist
2	Tuesday April 30 th , 2024	Taking the report from expected departure on system.	Receptionist
3	Wednesday May 1 st , 2024	Making the luggage tag	Receptionist
4	Thursday May 2 nd , 2024	Setting up wakeup call for the guest request	Receptionist
5	Friday May 3 rd , 2024	Studying at Reception	Receptionist
6	Saturday May 4 th , 2024	Making key jacket	Receptionist
7	Sunday May 5 th , 2024	DAY OFF	

Table 3. 10 Agenda of Activities of May 6th – May 12th, 2024

No	Date	Activities	Place
1	Monday May 6 th , 2024	Taking the report from expected departure on system.	Receptionist
2	Tuesday May 7 th , 2024	Learning how to fill the Registration Card	Receptionist
3	Wednesday May 8 th , 2024	Serving the guest	Receptionist
4	Thursday May 9 th , 2024	Making the luggage tag	Receptionist
5	Friday May 10 th , 2024	Studying at Reception	Receptionist

6	Saturday May 11 th , 2024	Making key jacket	Receptionist
7	Sunday May 12 th , 2024	DAY OFF	

Table 3. 11 Agenda of Activities of May 13th – May 19th, 2024

No	Date	Activities	Place
1	Monday May 13 th , 2024	Setting up wakeup call for the guest request	Receptionist
2	Tuesday May 14 th , 2024	Making the luggage tag	Receptionist
3	Wednesday May 15 th , 2024	Learning how to fill the Registration Card	Receptionist
4	Thursday May 16 th , 2024	Taking the report from expected departure on system.	Receptionist
5	Friday May 17 th , 2024	Serving the guest	Receptionist
6	Saturday May 18 th , 2024	Studying at Reception	Receptionist
7	Sunday May 19 th , 2024	DAY OFF	

Table 3. 12 Agenda of Activities of May 20th – May 26th, 2024

No	Date	Activities	Place
1	Monday May 20 th , 2024	Learning how to fill the Registration Card	Receptionist
2	Tuesday May 21 st , 2024	Setting up wakeup call for the guest request	Receptionist
3	Wednesday May 22 nd , 2024	Making the luggage tag	Receptionist
4	Thursday May 23 rd , 2024	Making key jacket	Receptionist
5	Friday May 24 th , 2024	Serving the guest	Receptionist
6	Saturday May 25 th , 2024	Studying at Reception	Receptionist
7	Sunday May 26 th , 2024	DAY OFF	

Table 3. 13 Agenda of Activities of May 27th – June 2nd, 2024

No	Date	Activities	Place
1	Monday May 27 th , 2024	Taking the report from expected departure on system.	Receptionist
2	Tuesday May 28 th , 2024	Checking room After Guest Check-Out	Receptionist
3	Wednesday May 29 th , 2024	Checking room After Guest Check-Out	Receptionist
4	Thursday May 30 th , 2024	Studying at Reception	Receptionist
5	Friday May 31 st , 2024	Checking room After Guest Check-Out	Receptionist
6	Saturday June 1 st , 2024	Studying at Reception	Receptionist
7	Sunday June 2 nd , 2024	DAY OFF	

Table 3. 14 Agenda of Activities of June 3rd – June 9th, 2024

No	Date	Activities	Place
1	Monday June 3 rd , 2024	Checking room After Guest Check-Out	Receptionist
2	Tuesday June 4 th , 2024	Learning how to fill the Registration Card	Receptionist
3	Wednesday June 5 th , 2024	Serving the guest	Receptionist
4	Thursday June 6 th , 2024	Checking room After Guest Check-Out	Receptionist
5	Friday June 7 th , 2024	Studying at Reception	Receptionist
6	Saturday June 8 th , 2024	Taking the report from expected departure on system.	Receptionist
7	Sunday June 9 th , 2024	DAY OFF	

Table 3. 15 Agenda of Activities of June 10th – June 16th, 2024

No	Date	Activities	Place
1	Monday June 10 th , 2024	Setting up wakeup call for the guest request	Receptionist
2	Tuesday June 11 th , 2024	Making the luggage tag	Receptionist
3	Wednesday June 12 th , 2024	Checking room After Guest Check-Out	Receptionist
4	Thursday June 13 th , 2024	Making key jacket	Receptionist
5	Friday	Making the luggage tag	Receptionist

	June 14 th , 2024		
6	Saturday June 15 th , 2024	Taking the report from expected departure on system.	Receptionist
7	Sunday June 16 th , 2024	DAY OFF	

Table 3. 16 Agenda of Activities of June 17th – June 23rd, 2024

No	Date	Activities	Place
1	Monday June 17 th , 2024	Learning how to fill the Registration Card	Receptionist
2	Tuesday June 18 th , 2024	Serving the guest	Receptionist
3	Wednesday June 19 th , 2024	Checking room After Guest Check-Out	Receptionist
4	Thursday June 20 th , 2024	Making key jacket	Receptionist
5	Friday June 21 st , 2024	Learning how to fill the Registration Card	Receptionist
6	Saturday June 22 nd , 2024	Making the luggage tag	Receptionist
7	Sunday June 23 rd , 2024	DAY OFF	

Table 3. 17 Agenda of Activities of June 24th – June 29th, 2024

No	Date	Activities	Place
1	Monday June 24 th , 2024	Setting up wakeup call for the guest request	Receptionist
2	Tuesday June 25 th , 2024	Studying at Reception	Receptionist
3	Wednesday June 26 th , 2024	Checking room After Guest Check-Out	Receptionist
4	Thursday June 27 th , 2024	Serving the guest	Receptionist
5	Friday June 28 th , 2024	Taking the report from expected departure on system.	Receptionist
6	Saturday June 29 th , 2024	Studying at Reception	Receptionist

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

After doing the apprenticeship program in Mutiara Dairi hotel are some conclusions as follow:

1. There are some kinds of job done during the apprenticeship; serving the guest, helping check-in process, making guest booking reservation, checking room after guest check-out .
2. The workings procedures are based on Standard Operating Procedure (SOP) of Mutiara Dairi Hotel .There were several documents used for activity while doing apprenticeship program; guest RC, folio payment receipt, Luggage tag, and Miscellaneous charge.
3. After doing the apprenticeship program at Mutiara Dairi Hotel, several subject materials acquired in campus such as; Business Communication, Reading, Speaking, Public Relation, Etika Profesi, were applied in real practice such as in practice speaking with Customer, and handling telephoning.

4.2 Suggestion

The author gained sufficient experience in four months of doing practical work. As a result, the author has made some recommendations that should be beneficial to Mutiara Dairi Hotel.

1. Workers to be friendlier so that interns do not feel reluctant when they want to ask something.
2. Interns are advised to study the field they will be taking at the internship location so that when they arrive at the internship location, they can immediately apply their knowledge.

REFERENCES

Mutiara Dairi Hotel. <https://www.google.com/search?kgmid=%2Fg%2F11c54p1xhr&hl=id-ID&q=Mutiara%20Dairi%20Hotel&shndl=17&shem=vsIcea&source=sh%2Fx%2Fkp%2Fosrp%2Fm5%2F1&kgs=bdc26e5dc255ca2a>

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

APPENDICES

Appendix 1 : Apprenticeship Acceptance Letter

 **MUTIARA DAIRI HOTEL**
Jalan Pariaasan no. 82 Sidikalang
Telp. 0627 (424043) HP. 082164474455
Email. mutiara dairi hotel@gmail.com

Nomor : 15 /NDH/3/2024. Sidikalang, 29 Februari 2024
Perihal : Kerja Praktek (KP) an. Oknesia
Grace Sitinjak.

Kepada Yth. : Wakil Direktur I Politeknik Negeri Bengkulu
Jl. Batin Alam, Sungai Alam
Dl.
Bengkulu.

Dengan hormat,
Menindaklanjuti surat Saudara Nomor : 127/PL.31/TJ/2024, tanggal 15 Februari 2024 Hal :
Permohonan Kerja Praktek (KP) an. Oknesia Grace Sitinjak NM. 5200211142 Jurusan Diploma 3
(D-3) Bahasa Inggris pada Politeknik Negeri Bengkulu.


Untuk peningkatan pengetahuan dan keterampilan mahasiswa melalui keterlibatan secara
langsung dalam berbagai kegiatan di Perusahaan maka dengan ini kami Pimpinan Mutiara Dairi Hotel
menyetujui/menonima atas nama mahasiswa tersebut diatas untuk Kerja Praktek (KP) tersebut mulai
awal Bulan Maret sampai dengan Juni 2024.

Demikian rekomendasi ini kami sampaikan. atas kerjasama yang baik diucapkan terima Kasih.

Direktur Dairi Mutiara Hotel,

Veronika Dwihasari Pasaribu, SIP

Appendix 2 : Apprenticeship Letter



MUTIARA DAIRI HOTEL
Jalan Perluasan no. 82 Sidikalang
Telp. 0627 (424043) HP. 082164474455
Email. mutiaradairihotel@gmail.com

SURAT KETERANGAN
Nomor : 71/MDH/VII/2024

Yang bertanda tangan dibawah ini :


Nama : Okdinesa Grace Sitinjak.
Tempat/Tanggal Lahir : Sidikalang/ 01 Oktober 2022
Alamat : Jln. Perluasan Sidikalang Kabupaten Dairi.

Telah melakukan Kerja Praktek pada perusahaan kami di Mutiara Dairi Hotel sejak tanggal 4 Maret 2024 sampai dengan 29 juni 2024 sebagai tenaga Kerja Praktek (KP).

Selama bekerja di Mutiara Dairi Hotel, yang bersangkutan telah menunjukkan ketekunan dan kesungguhan bekerja dengan baik.

Surat Keterangan ini diberikan untuk dipergunakan sebagaimana mestinya.

Demikian agar yang berkepentingan maklum.

Sidikalang, 1 Juli 2024.
Direktur Mutiara Dairi Hotel,

VERONICA DWITASARI PASARIBU, SIP.

Appendix 3: Evaluation Form

Penilaian Dari Perusahaan Kerja Praktek Mutiara Dairi Hotel

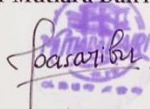
Nama Siswa : Okdinesa Grace Sitinjak
NIM : 5203211142
Program Studi Keahlian : Diploma 3 (D-3) Bahasa Inggris
pada Politeknik Negeri Bengkalis

No	ASPEK PENILAIAN	Bobot	Nilai
1.	Disiplin	20%	83
2.	Tanggung Jawab	25%	80
3.	Penyesuaian Diri	10%	80
4.	Hasil Kerja	30%	79
5.	Perilaku Secara Umum	15%	79
	Total Jumlah (1+2+3+4+5)	100%	401

Keterangan :
Nilai : Kriteria
81 - 100 : Istimewa
71 - 80 : Baik Sekali
66 - 70 : Baik
61 - 65 : Cukup Baik
56 - 60 : Cukup

Catatan:

Sidikalang, 1 Juli 2024
Direktur Mutiara Dairi Hotel,



Veronica Dwitasari Pasaribu, SIP

Appendix 4: List of Attendance

DAFTAR ABSENSI MAHASISWA KERJA PRAKTIK

Nama : Okkdinesa Grace Sitinjak
 Nim : 5203211142
 Prodi : D3 Bahasa Inggris
 Perguruan Tinggi : Politeknik Negeri Bengkalis

No	Hari	Tanggal	Paraf		Keterangan
			Mahasiswa	Pembimbing KP	
1	Senin	04 Maret 2024			
2	Selasa	05 Maret 2024			
3	Rabu	06 Maret 2024			
4	Kamis	07 Maret 2024			
5	Jumat	08 Maret 2024			
6	Sabtu	09 Maret 2024			
7	Senin	11 Maret 2024			
8	Selasa	12 Maret 2024			
9	Rabu	13 Maret 2024			
10	Kamis	14 Maret 2024			
11	Jumat	15 Maret 2024			
12	Sabtu	16 Maret 2024			
13	Senin	18 Maret 2024			
14	Selasa	19 Maret 2024			
15	Rabu	20 Maret 2024			
16	Kamis	21 Maret 2024			
17	Jumat	22 Maret 2024			
18	Sabtu	23 Maret 2024			
20	Selasa	26 Maret 2024			
21	Rabu	27 Maret 2024			
22	Kamis	28 Maret 2024			
23	Jumat	29 Maret 2024			
24	Sabtu	30 Maret 2024			
25	Senin	01 April 2024			
26	Selasa	02 April 2024			
27	Rabu	03 April 2024			
28	Kamis	04 April 2024			
29	Jumat	05 April 2024			
30	Sabtu	06 April 2024			
31	Senin	08 April 2024			
32	Selasa	09 April 2024			
33	Rabu	10 April 2024			
34	Kamis	11 April 2024			
35	Jumat	12 April 2024			
36	Sabtu	13 April 2024			
37	Senin	15 April 2024			
38	Selasa	16 April 2024			
39	Rabu	17 April 2024			
40	Kamis	18 April 2024			
41	Jumat	19 April 2024			

42	Sabtu	20 April 2024			
43	Senin	22 April 2024			
44	Selasa	23 April 2024			
45	Rabu	24 April 2024			
46	Kamis	25 April 2024			
47	Jumat	26 April 2024			
48	Sabtu	27 April 2024			
49	Senin	29 April 2024			
50	Selasa	30 April 2024			
51	Rabu	01 Mei 2024			
52	Kamis	02 Mei 2024			
53	Jumat	03 Mei 2024			
54	Sabtu	04 Mei 2024			
55	Senin	06 Mei 2024			
56	Selasa	07 Mei 2024			
57	Rabu	08 Mei 2024			
58	Kamis	09 Mei 2024			
59	Jumat	10 Mei 2024			
60	Sabtu	11 Mei 2024			
61	Senin	13 Mei 2024			
62	Selasa	14 Mei 2024			
63	Rabu	15 Mei 2024			
64	Kamis	16 Mei 2024			
65	Jumat	17 Mei 2024			
66	Sabtu	18 Mei 2024			
67	Senin	20 Mei 2024			
68	Selasa	21 Mei 2024			
69	Rabu	22 Mei 2024			
70	Kamis	23 Mei 2024			
71	Jumat	24 Mei 2024			
72	Sabtu	25 Mei 2024			
73	Senin	27 Mei 2024			
74	Selasa	28 Mei 2024			
75	Rabu	29 Mei 2024			
76	Kamis	30 Mei 2024			
77	Jumat	31 Mei 2024			
78	Sabtu	01 Juni 2024			
79	Senin	03 Juni 2024			
80	Selasa	04 Juni 2024			
81	Rabu	05 Juni 2024			
82	Kamis	06 Juni 2024			
83	Jumat	07 Juni 2024			
84	Sabtu	08 Juni 2024			
85	Senin	10 Juni 2024			
86	Selasa	11 Juni 2024			
87	Rabu	12 Juni 2024			
88	Kamis	13 Juni 2024			
89	Jumat	14 Juni 2024			
90	Sabtu	15 Juni 2024			
91	Senin	17 Juni 2024			
92	Selasa	18 Juni 2024			
93	Rabu	19 Juni 2024			
94	Kamis	20 Juni 2024			
95	Jumat	21 Juni 2024			
96	Sabtu	22 Juni 2024			
97	Senin	24 Juni 2024			
98	Selasa	25 Juni 2024			
99	Rabu	26 Juni 2024			
100	Kamis	27 Juni 2024			
101	Jumat	28 Juni 2024			
102	Sabtu	29 Juni 2024			

Catatan

Total kehadiran

Izin :

Sakit :

Tanpa Keterangan :

Sidikalang, 29 Juni 2024

Pembimbing di Perusahaan




Novela Sihombing


Appendix 5: Daily Activities Apprenticeship

DAILY ACTIVITY APPRENTICESHIP

Day : Monday,

Date : March 4th, 2024


No	Description	Supervisor	Signature
1.	Introducing to hotel parts and job desk	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : March 5th, 2024


No	Description	Supervisor	Signature
1.	Introduction and Attending the Meeting	Novela Sihombing (Mentor Perusahaan)	
Note :			

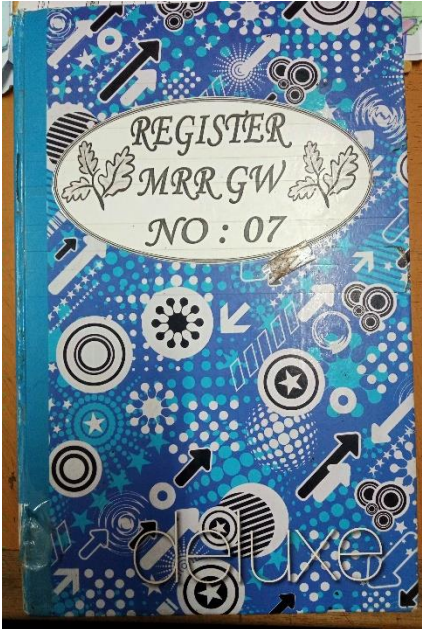
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Attend the morning meeting before carrying out daily activities.

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : March 6th, 2024


No	Description	Supervisor	Signature
1.	Introduction How the Way receptionist Worked	Novela Sihombing (Mentor Perusahaan)	
Note :			

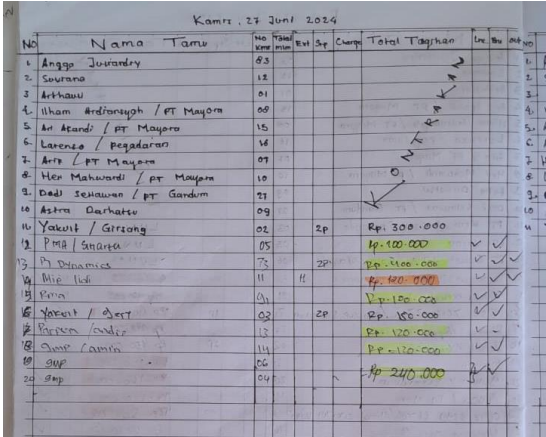
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The seniors and mentors teach what to do during an internship at the hotel.

DAILY ACTIVITY APPRENTICESHIP

Day : Thursday

Date : March 7th, 2024


No	Description	Supervisor	Signature
1.	Writing Register introduction or absent.	Novela Sihombing (Mentor Perusahaan)	
Note :			

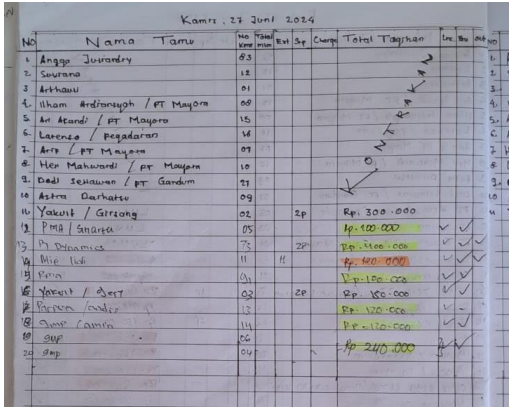
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Make daily attendance during the apprenticeship in the hotel.

DAILY ACTIVITY APPRENTICESHIP

Day : Friday

Date : March 8th, 2024


No	Description	Supervisor	Signature
1.	Making/Writing activities	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Create and write a daily agenda to be carried out during the internship.

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : March 9th, 2024


No	Description	Supervisor	Signature
1.	Writing Agenda booking	Novela Sihombing (Mentor Perusahaan)	
Note :			

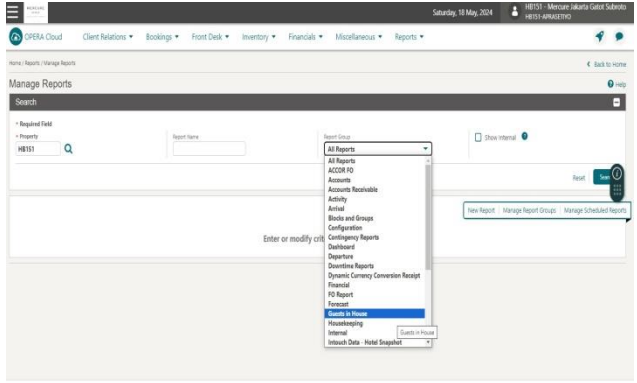
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Make a list of guest agendas for those who have booked and those who will check in on that day.

DAILY ACTIVITY APPRENTICESHIP

Day : Sunday

Date : March 10th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

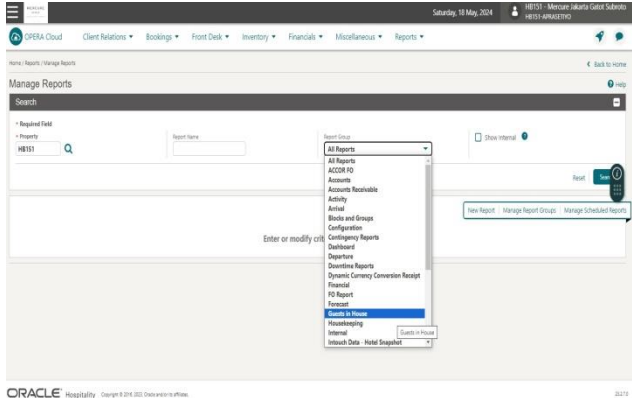
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day.</p> <p>Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Monday

Date : March 11th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

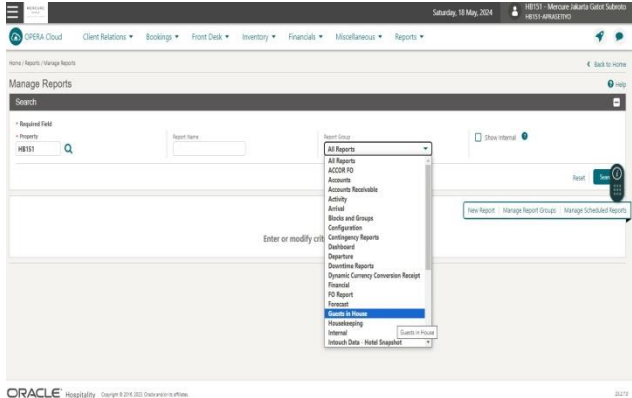
No	THE PICTURE OF ACTIVITY	INFORMATION
1.	 <p>The screenshot shows the Oracle Hospitality 'Manage Reports' interface. A search bar contains 'HB151'. A dropdown menu is open, listing various report categories such as 'All Reports', 'Accounts Receivable', 'Departure', and 'Expected Departure'. The 'Expected Departure' option is highlighted in blue. The interface also includes a 'Report Name' field, a 'Show Filters' button, and a 'New Report' button.</p>	<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : March 12th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

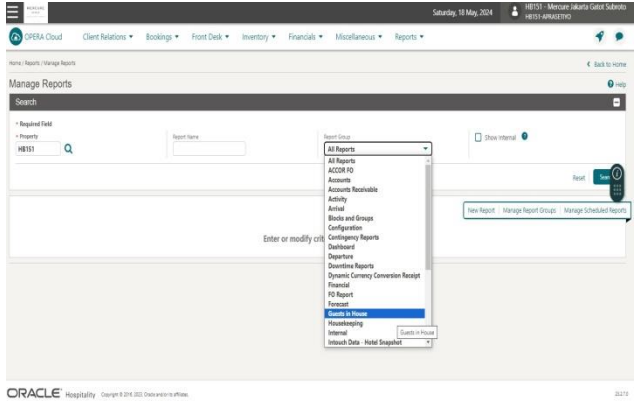
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Wednesday


Date : March 13th, 2024

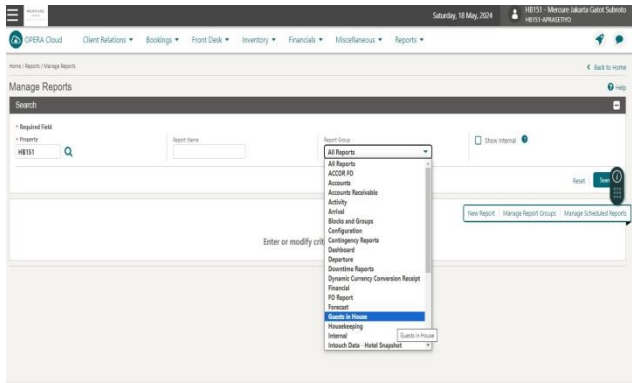
No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY APPRENTICESHIP


Day : Thursday
Date : March 14th, 2024

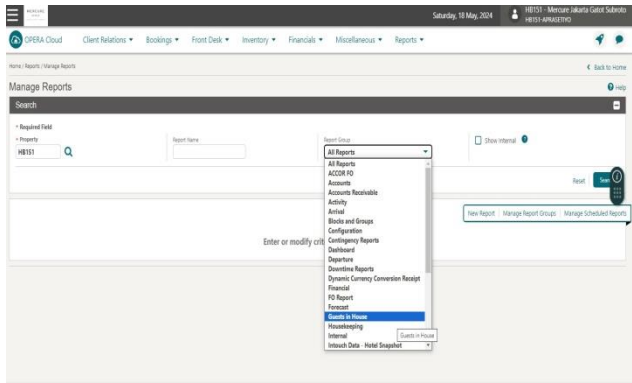
No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Friday
Date : March 15th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : March 16th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Sunday


Date : March 17th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			

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

DAILY ACTIVITY
APPRENTICESHIP


Day : Monday
Date : March 18th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			

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

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday
Date : March 19th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : March 20th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : March 21st, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : March 22nd, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : March 23rd, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : March 25th, 2024


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


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : March 26th, 2024


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


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : March 27th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : March 28th, 2024


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


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : March 29th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : March 30th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : April 1st, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : April 2nd, 2024


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

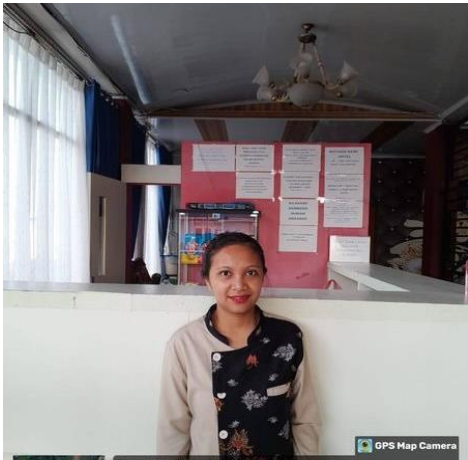
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Fill out the luggage tag form if a guest wants to leave their belongings.

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : April 3rd, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : April 4th, 2024


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


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : April 5th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			

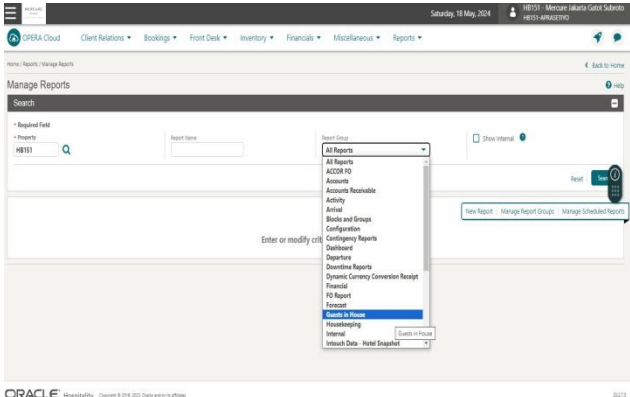
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		A key jacket is a room key cover that will be given to guests checking in. on this key jacket there is Wi-Fi and the password which is printed manually then the room information and the lift that must be used.

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : April 6th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

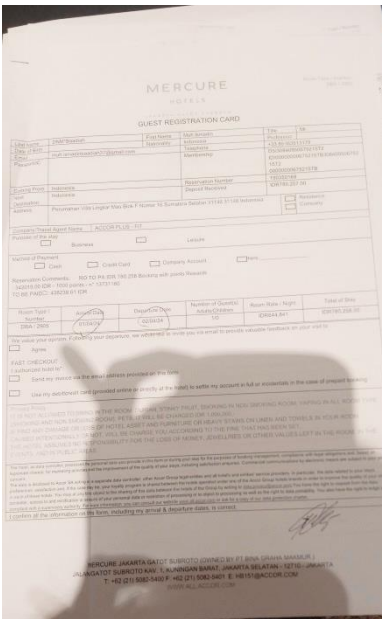
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Monday

Date : April 8th, 2024


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

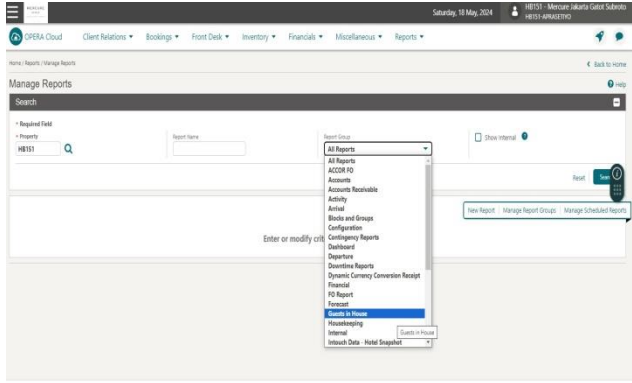
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		RC is filled in by guest when check-in and the general thing is the signature and cellphone number and also contains regulations.

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : April 9th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

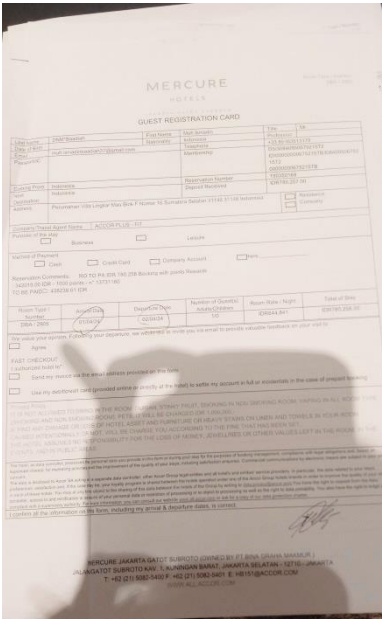
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Wednesday

Date : April 10th, 2024


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


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>RC is filled in by guest when check-in and the general thing is the signature and cellphone number and also contains regulations.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : April 11th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : April 12th, 2024


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


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

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Saturday

Date : April 13th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : April 15th, 2024


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

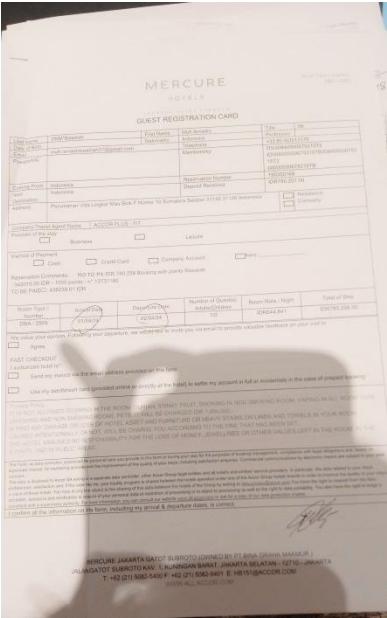
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The wakeup call is only for guests who request it and will then be set up according to the time requested by the guest.

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : April 16th, 2024


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

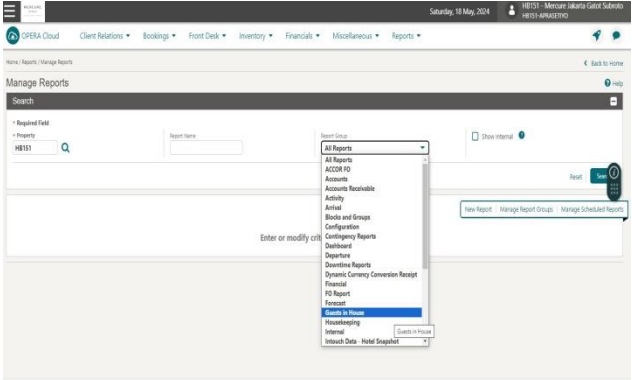
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>RC is filled in by guest when check-in and the general thing is the signature and cellphone number and also contains regulations.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Wednesday

Date : April 17th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

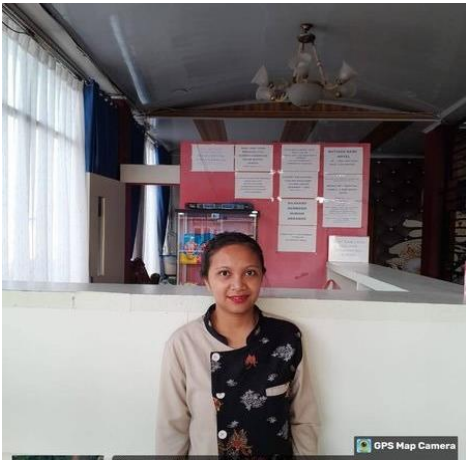
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : April 18th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : April 19th, 2024


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


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : April 20th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : April 22nd, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : April 23rd, 2024


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

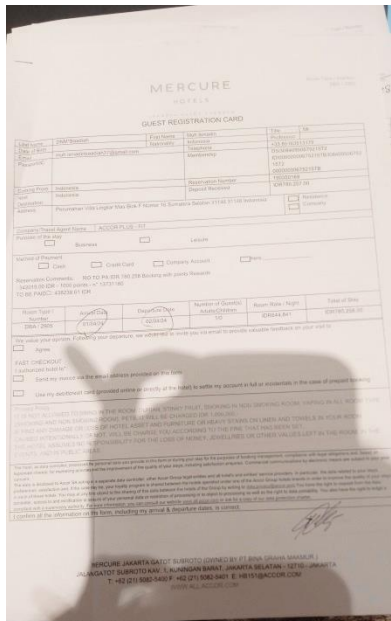
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The wakeup call is only for guests who request it and will then be set up according to the time requested by the guest.

DAILY ACTIVITY APPRENTICESHIP

Day : Wednesday

Date : April 24th, 2024


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


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>RC is filled in by guest when check-in and the general thing is the signature and cellphone number and also contains regulations.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : April 25th, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : April 26th, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Saturday

Date : April 27th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

DAILY ACTIVITY
APPRENTICESHIP

Day : Monday

Date : April 29th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			

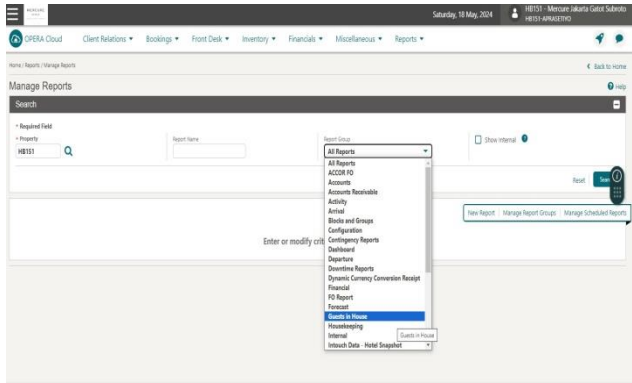
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		A key jacket is a room key cover that will be given to guests checking in. on this key jacket there is Wi-Fi and the password which is printed manually then the room information and the lift that must be used.

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : April 30th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday


Date : May 1st, 2024


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

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

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday
Date : May 2nd, 2024


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

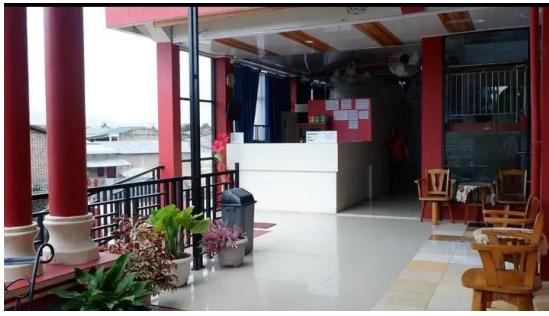
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The wakeup call is only for guests who request it and will then be set up according to the time requested by the guest.

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : May 3rd, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : May 4th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			

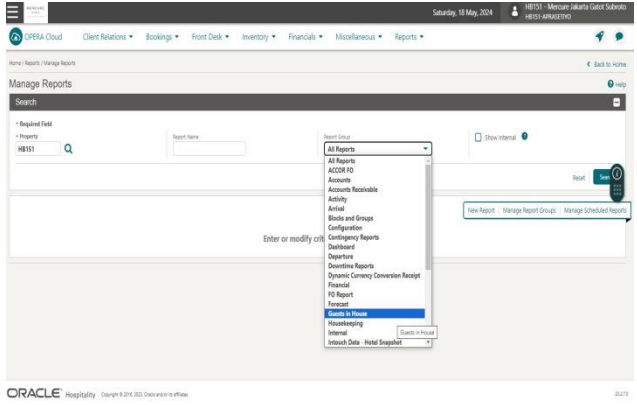
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		A key jacket is a room key cover that will be given to guests checking in. on this key jacket there is Wi-Fi and the password which is printed manually then the room information and the lift that must be used.

DAILY ACTIVITY APPRENTICESHIP

Day : Monday

Date : May 6th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

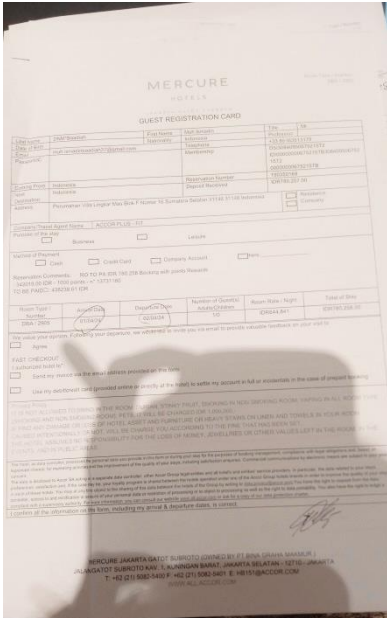
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : May 7th, 2024


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

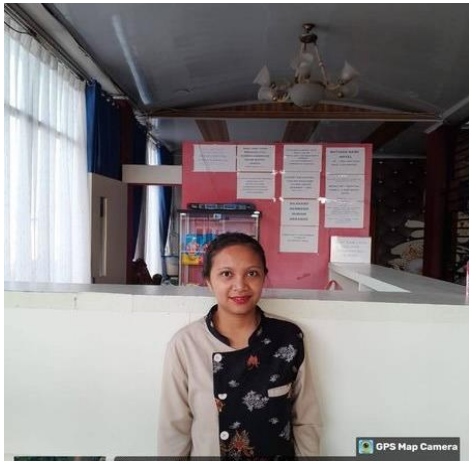
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>RC is filled in by guest when check-in and the general thing is the signature and cellphone number and also contains regulations.</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Wednesday

Date : May 8th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : May 9th, 2024


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


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : May 10th, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : May 11th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : May 13th, 2024


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


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The wakeup call is only for guests who request it and will then be set up according to the time requested by the guest.

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : May 14th, 2024


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

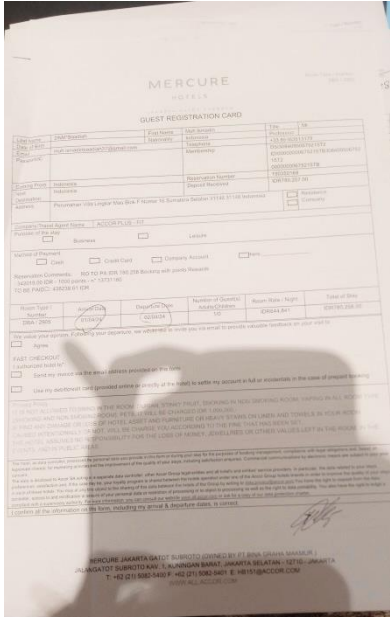
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Fill out the luggage tag form if a guest wants to leave their belongings.

DAILY ACTIVITY APPRENTICESHIP

Day : Wednesday

Date : May 15th, 2024


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

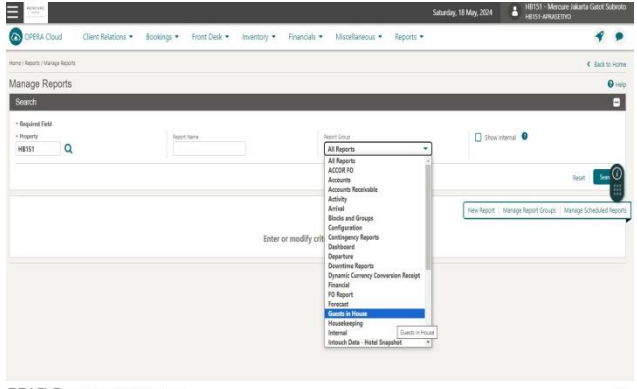
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		RC is filled in by guest when check-in and the general thing is the signature and cellphone number and also contains regulations.

DAILY ACTIVITY APPRENTICESHIP

Day : Thursday

Date : May 16th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

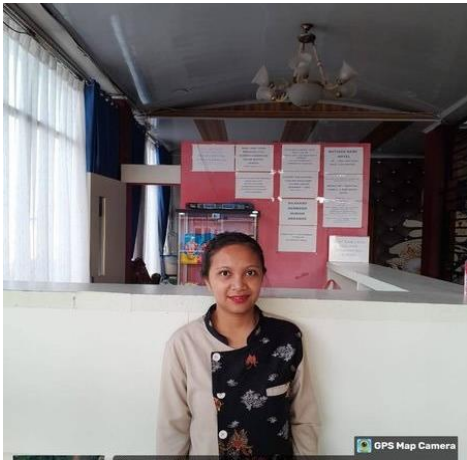
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : May 17th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Saturday

Date : May 18th, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			

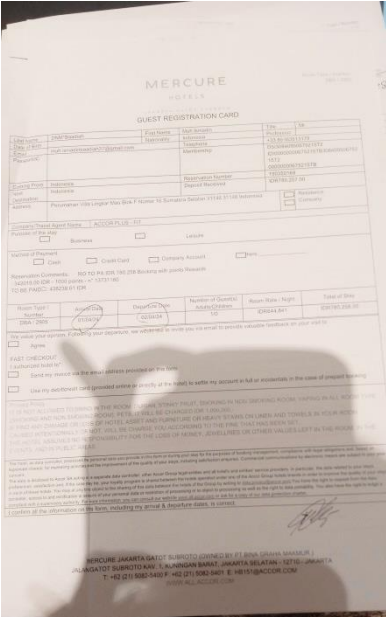
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

DAILY ACTIVITY APPRENTICESHIP

Day : Monday

Date : May 20th, 2024


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


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>RC is filled in by guest when check-in and the general thing is the signature and cellphone number and also contains regulations.</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Tuesday

Date : May 21st, 2024


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


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The wakeup call is only for guests who request it and will then be set up according to the time requested by the guest.

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : May 22nd, 2024


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


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : May 23rd, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : May 24th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : May 25th, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			

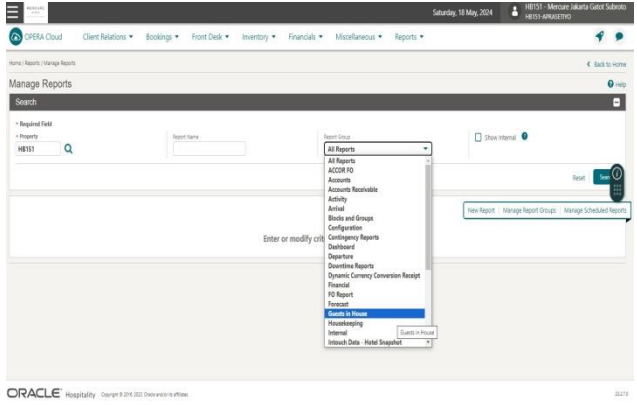
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

DAILY ACTIVITY APPRENTICESHIP

Day : Monday

Date : May 27th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : May 28th, 2024


No	Description	Supervisor	Signature
1.	Checking room After Guest Check-Out	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		To check the room is done after check-out time and first check the guest status from the system whether they have checked out or not. After the room is empty, make sure there are no items left behind and immediately confirm to the housekeeping team.

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : May 29th, 2024


No	Description	Supervisor	Signature
1.	Checking room After Guest Check-Out	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		To check the room is done after check-out time and first check the guest status from the system whether they have checked out or not. After the room is empty, make sure there are no items left behind and immediately confirm to the housekeeping team.

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : May 30th, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : May 31st, 2024


No	Description	Supervisor	Signature
1.	Checking room After Guest Check-Out	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		To check the room is done after check-out time and first check the guest status from the system whether they have checked out or not. After the room is empty, make sure there are no items left behind and immediately confirm to the housekeeping team.

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : June 1st, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : June 3rd, 2024


No	Description	Supervisor	Signature
1.	Checking room After Guest Check-Out	Novela Sihombing (Mentor Perusahaan)	
Note :			

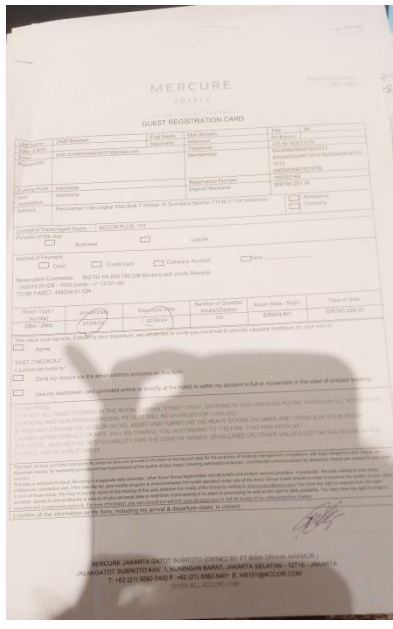
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		To check the room is done after check-out time and first check the guest status from the system whether they have checked out or not. After the room is empty, make sure there are no items left behind and immediately confirm to the housekeeping team.

DAILY ACTIVITY APPRENTICESHIP

Day : Tuesday

Date : June 4th, 2024


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

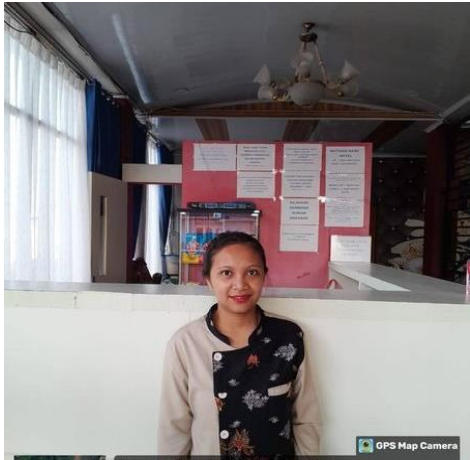
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		RC is filled in by guest when check-in and the general thing is the signature and cellphone number and also contains regulations.

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : June 5th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Thursday

Date : June 6th, 2024


No	Description	Supervisor	Signature
1.	Checking room After Guest Check-Out	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		To check the room is done after check-out time and first check the guest status from the system whether they have checked out or not. After the room is empty, make sure there are no items left behind and immediately confirm to the housekeeping team.

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : June 7th, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			

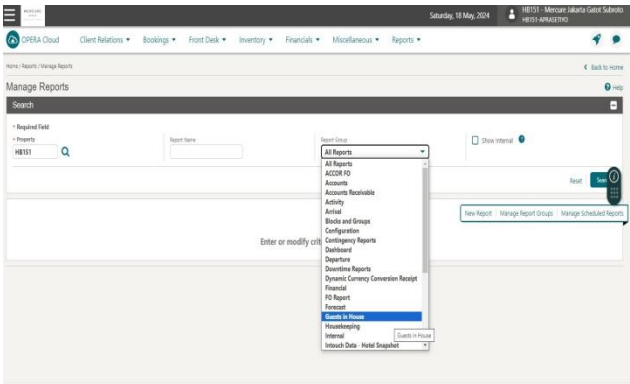
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

DAILY ACTIVITY APPRENTICESHIP

Day : Saturday

Date : June 8th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.	 <p>The screenshot shows the Oracle Hospitality Reports interface. The 'Manage Reports' section is active, displaying a search bar with 'HR151' entered. A dropdown menu for 'Report Group' is open, listing various report categories such as 'All Reports', 'Accounts', 'Accounts Receivable', 'Activity', 'Arrival', 'Rooms and Groups', 'Configuration', 'Contingency Reports', 'Dashboard', 'Departure', 'Operative Reports', 'Dynamic Currency Conversion Receipt', 'Financial', 'FD Report', 'Forecast', 'General Invoice', 'Housekeeping', 'Internal', and 'Intouch Data - Hotel Snapshot'. The 'General Invoice' option is highlighted.</p>	<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : June 10th, 2024


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


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The wakeup call is only for guests who request it and will then be set up according to the time requested by the guest.

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : June 11th, 2024


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


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

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Wednesday

Date : June 12th, 2024


No	Description	Supervisor	Signature
1.	Checking room After Guest Check-Out	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		To check the room is done after check-out time and first check the guest status from the system whether they have checked out or not. After the room is empty, make sure there are no items left behind and immediately confirm to the housekeeping team.

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : June 13th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			


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

DAILY ACTIVITY
APPRENTICESHIP

Day : Friday

Date : June 14th, 2024


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

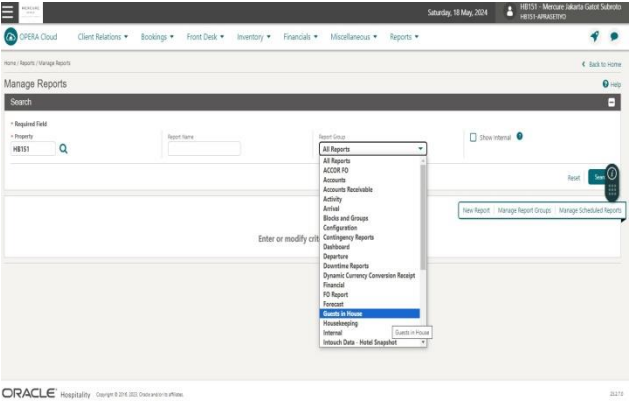
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Fill out the luggage tag form if a guest wants to leave their belongings.

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : June 15th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			

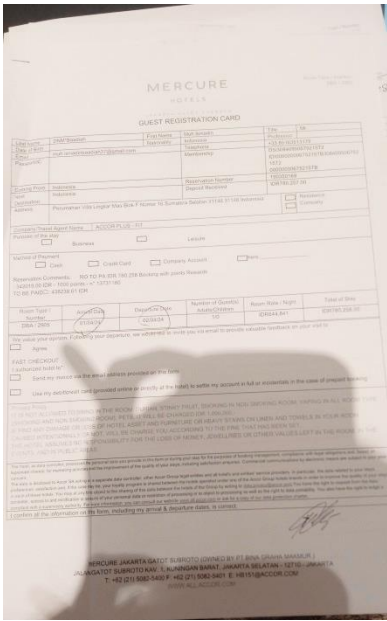
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY APPRENTICESHIP

Day : Monday

Date : June 17th, 2024


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


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		RC is filled in by guest when check-in and the general thing is the signature and cellphone number and also contains regulations.

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : June 18th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

DAILY ACTIVITY
APPRENTICESHIP

Day : Wednesday

Date : June 19th, 2024


No	Description	Supervisor	Signature
1.	Checking room After Guest Check-Out	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		To check the room is done after check-out time and first check the guest status from the system whether they have checked out or not. After the room is empty, make sure there are no items left behind and immediately confirm to the housekeeping team.

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : June 20th, 2024


No	Description	Supervisor	Signature
1.	Making key jacket	Novela Sihombing (Mentor Perusahaan)	
Note :			

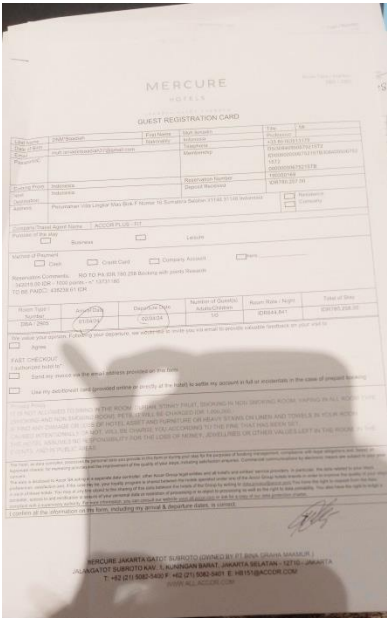
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		A key jacket is a room key cover that will be given to guests checking in. on this key jacket there is Wi-Fi and the password which is printed manually then the room information and the lift that must be used.

DAILY ACTIVITY APPRENTICESHIP

Day : Friday

Date : June 21st, 2024


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


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>RC is filled in by guest when check-in and the general thing is the signature and cellphone number and also contains regulations.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : June 22nd, 2024


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


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

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Monday

Date : June 24th, 2024


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


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		The wakeup call is only for guests who request it and will then be set up according to the time requested by the guest.

DAILY ACTIVITY
APPRENTICESHIP

Day : Tuesday

Date : June 25th, 2024


No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

**DAILY ACTIVITY
APPRENTICESHIP**

Day : Wednesday

Date : June 26th, 2024


No	Description	Supervisor	Signature
1.	Checking room After Guest Check-Out	Novela Sihombing (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		To check the room is done after check-out time and first check the guest status from the system whether they have checked out or not. After the room is empty, make sure there are no items left behind and immediately confirm to the housekeeping team.

DAILY ACTIVITY
APPRENTICESHIP

Day : Thursday

Date : June 27th, 2024


No	Description	Supervisor	Signature
1.	Serving the guest	Novela Sihombing (Mentor Perusahaan)	
Note :			

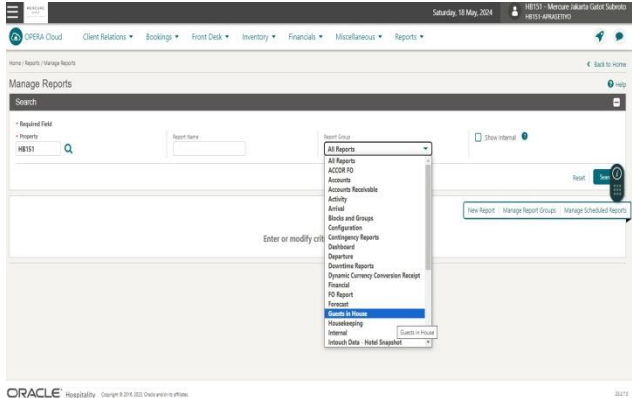
No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet every guest who comes in and out, be a source of information for every guest and help direct them.

DAILY ACTIVITY APPRENTICESHIP

Day : Friday

Date : June 28th, 2024


No	Description	Supervisor	Signature
1.	Taking the report from expected departure on system.	Novela Sihombing (Mentor Perusahaan)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		<p>Expected departure is a guest who will check out on that day. Therefore, the data needs to be taken from the system to find out the number of guests who will check out on that day.</p>

DAILY ACTIVITY
APPRENTICESHIP

Day : Saturday

Date : June 29th, 2024

No	Description	Supervisor	Signature
1.	Studying at Reception	Novela Sihombing (Mentor Perusahaan)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Learning at reception is not just how to check-in and check-out guests, but also how to handle a problem or complaint from a guest.

Appendix 6: Logbook of Activity in SIAKAD

Rincian Kegiatan

Cari Kegiatan Kembali ke Daftar + Tambah

Data Kegiatan	Periode Akademik	2023 Genap	Unit	D3 Bahasa Inggris
Peserta	Jenis Kegiatan	Kerja Praktek/PKL	Instansi	Hotel Mutiara
Pembimbing	Nama Kegiatan	On the Job Training	Kelompok	

No.	Tgl. Kegiatan	Pembimbing	Penulis	Topik	Aksi
1	Sabtu, 29 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Studying at Reception	
2	Jumat, 28 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Taking the report from expected departure on system.	
3	Kamis, 27 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Serving the guest	
4	Rabu, 26 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Checking room After Guest Check-Out	

5	Selasa, 25 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Studying at Reception	
6	Senin, 24 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Setting up wakeup call for the guest request	
7	Sabtu, 22 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Making the luggage tag	
8	Jumat, 21 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Learning how to fill the Registration Card	
9	Kamis, 20 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Making key jacket	
10	Rabu, 19 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Checking room After Guest Check-Out	
11	Selasa, 18 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Serving the guest	
12	Senin, 17 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Learning how to fill the Registration Card	

13	Sabtu, 15 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Taking the report from expected departure on system.	
14	Jumat, 14 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Making the luggage tag	
15	Kamis, 13 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Making key jacket	
16	Rabu, 12 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Checking room After Guest Check-Out	
17	Selasa, 11 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Making the luggage tag	
18	Senin, 10 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Setting up wakeup call for the guest request	
19	Sabtu, 8 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Taking the report from expected departure on system.	
20	Jumat, 7 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Studying at Reception	
21	Kamis, 6 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Checking room After Guest Check-Out	

			Sitinjak		
21	Kamis, 6 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Checking room After Guest Check-Out	
22	Rabu, 5 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Serving the guest	
23	Selasa, 4 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Learning how to fill the Registration Card	
24	Senin, 3 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Checking room After Guest Check-Out	
25	Sabtu, 1 Juni 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Studying at Reception	
26	Jumat, 31 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Checking room After Guest Check-Out	
27	Kamis, 30 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Studying at Reception	
28	Rabu, 29 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Checking room After Guest Check-Out	

29	Selasa, 28 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Checking room After Guest Check-Out	
30	Senin, 27 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Taking the report from expected departure on system.	
31	Sabtu, 25 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Studying at Reception	
32	Jumat, 24 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Serving the guest	
33	Kamis, 23 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Making key jacket	
34	Rabu, 22 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Making the luggage tag	
35	Selasa, 21 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Setting up wakeup call for the guest request	
36	Senin, 20 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Learning how to fill the Registration Card	

37	Sabtu, 18 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Studying at Reception	
38	Jumat, 17 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Serving the guest	
39	Kamis, 16 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Taking the report from expected departure on system.	
40	Rabu, 15 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Learning how to fill the Registration Card	
41	Selasa, 14 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Making the luggage tag	
42	Senin, 13 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Setting up wakeup call for the guest request	
43	Sabtu, 11 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Making key jacket	
44	Jumat, 10 Mei 2024	198304052012122001 - Safra Apriani Zahraa, M.Pd	5203211142 - Okdinesa Grace Sitinjak	Studying at Reception	