

**APPRENTICESHIP REPORT AT  
SONAVIEW HOTEL**

*In Partial Fulfillment of the Requirement for Three-Year Diploma Program of  
English Study Program of State Polytechnic of Bengkalis*



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**2024**

**APPROVAL SHEET**

**APPROVAL SHEET  
APPRENTICESHIP REPORT AT  
SONAVIEW HOTEL**

Written as one of the conditions for completing Apprenticeship

**RIA RAMADANI**  
**5203211155**

Bengkalis, June 26<sup>th</sup>, 2024

General Manager,  
Sonaview Hotel

  
**SONA VIEW  
HOTEL  
Eka Sati Dewi**

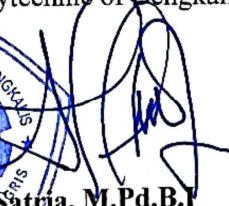

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## ACCEPTANCE SHEET

This is certifying that we have been examined the apprenticeship report of **Ria Ramadani Reg. Number 5203211155** who has done the apprenticeship at **Sonaview Hotel** start from February 26<sup>th</sup> – June 26<sup>th</sup> 2024. This report is used for partial fulfillment of the State Polytechnic of Bengkalis. This report is complete and satisfactory in all respects, and any all revisions required by the apprenticeship report examine comitted had been made.

Bengkalis, July 15<sup>th</sup>, 2024

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There may be many errors in writing this internship report. Therefore, all suggestions and criticism from any party are very important in making this report.

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Ria Ramadani  
**Reg. Number: 520311155**



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# CHAPTER I

## INTRODUCTION

### 1.1 Background of Apprenticeship

Internships or practical work are activities carried out by students to learn to work directly in the world of work, to gain experience and learn to socialize. Internships aim to broaden students' insight and train students' personalities to get to know and communicate with new people. Internships are carried out by college students at least when they reach the sixth semester for several months, but it is not only students who can do internships, they can also be students or teachers.

State Polytechnic of Bengkalis is a campus that was founded in 2001 and is the only state campus in Riau Province, State Polytechnic of Bengkalis is abbreviated as Polbeng. Currently Polbeng has 8 majors, and there are many study programs, one of which is the language major, the English D3 study program which has two graduation requirements, namely an internship report and a final assignment.

Internship activities can be carried out at any company, which can provide experience providing useful lessons for students, one of which is an internship at a hotel.

A hotel is a lodging service company that provides the best facilities or equipment. There are many hotels available in Riau Province, one of which is the Sonaview Hotel.

Sonaview Hotel is accommodation with good facilities and satisfactory service quality according to most guests. Sonaview Hotel was founded in 2020 and is located on Jalan Pattimura No. 40 Dumai Kota Subdistrict, Dumai Kota District, Dumai City, Riau. Sonaview is a 3-star hotel. Sonaview Dumai has two types of rooms, namely Superior with 42 rooms with an area of 19 square meters, and Deluxe with 36 rooms with an area of 21 square meters.

Doing an internship at Sonaview Hotel will certainly give you a valuable experience and can train students to socialize with new people and gain direct knowledge related to the knowledge and experience they have. This internship activity was conducted from 26 February 2024 until 26 June 2024.

## **1.2 Purpose of Apprenticeship**

1. To find out the job description in F&B Service of Sonaview Hotel
2. To find out the system and procedure in F&B Service of Sonaview Hotel
3. To find out the kind and description of activity in F&B Service of Sonaview Hotel

## **1.3 Significance of the Apprenticeship**

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

### **1.3.1 Significance for the Apprentice**

Internship activities can enable students to learn independently, gain experience working directly in the world of work and train students to easily socialize with other people.

### **1.3.2 Significance for State Polytechnic of Bengkalis**

Internships help Polytechnics in preparing the quality of graduates and preparing them to enter the world of work. Internships thus help polytechnics develop and implement curricula. By having internship activities, foreign companies can get to know the State Polytechnic of Bengkalis

### **1.3.3 Significance for the Company**

The internship program enables Sonaview Hotel to source and recruit skilled, experienced and dedicated candidates while enhancing its brand and image. The company's work can be made easier with help from interns

## CHAPTER II

### GENERAL DESCRIPTION OF THE COMPANY

#### 2.1 Sonaview Dumai Hotel History



Figure 1. Sonaview Hotel Profile

Sonaview Hotel is a company operating in the Hospitality sector which is very focused on guest satisfaction and comfort by prioritizing service quality. Based on the definition of Hospitality itself which means hospitality, the embodiment of welcoming guests with freedom and comfort, this is where Sonaview Hotel exists to restore the essence of service to hotel guests.

Sonaview Hotel is very strategically located in the center of Dumai city, making it ideal for visitors who want to explore this city. Located close to transportation and shopping centers, this hotel makes it easy for guests to explore the city and access various main facilities.

The Hotel rooms are well designed and very comfortable. Each room is equipped with air conditioning, a flat-screen television, coffee/tea making facilities, a refrigerator and more. These rooms provide the perfect place to relax after exploring Dumai city all day.

One of the main attractions at Sonaview Hotel is their restaurant which offers delicious dishes. Guests can enjoy authentic Indonesian specialties, as well as delicious international dishes. The breakfast served every morning in the restaurant is also very delicious and suitable for families staying overnight.

Sonaview Hotel is a hotel located in Dumai City, Indonesia. This hotel was just established on February 20<sup>th</sup>, 2020 and has modern facilities with a total of 78 rooms spread over 7 floors.

Seeing developments in the Hotel Industry from year to year tend to increase and are supported by government programs in the tourism sector, both local and central which are quite good, this is one of the motivations for establishing Sonaview Hotel. Reviewing and studying complaints about the services provided by Hotel Operators at this time, Sonaview Hotel sees a good opportunity to provide a commitment to increasing revenue, assistance and management of different and professional guest services.

Grand Opening on February 20<sup>th</sup>, 2020, Sonaview Hotel has provided comfortable accommodation services in Dumai City Center and has provided excellent service to guests. With its excellent service, adequate facilities and competitive prices, Sonaview Hotel has become the choice of place to stay in Dumai City when traveling, on business trips or meeting activities, both private and government.



Figure 2. Ribbon cutting at the inauguration of Sonaview Hotel



## 2.3 **Sonaview Hotel Vision and Mission**

### 2.2.1 **Vision**

To become a professional local hotel management with a good reputation, strong and brave in facing high competition in the hotel industry

### 1.2.1 **Mission**

- Creating a positive and conducive work environment, where employees can be motivated to be the best in everything they do.
- Provide comfort and satisfaction in meeting guest needs, by treating guests as part of a family and not as customers.
- Developing good, mutually beneficial relationships for business partners based on trust, independence and always providing the best results.

## 2.4 **Kind of Business**

Sonaview hotel consists of seven floors with unique designs and colors so that guests feel interested and comfortable. Sonaview Hotel has facilities that support guest activities. Very affordable costs, open 24-hour service. Sonaview Hotel has a variety of food that really appeals to guests' tastes. Below are several explanations regarding the facilities at the Sonaview Hotel:

### 2.3.1 **Sonaview Hotel Room Types**

There are two types of rooms at Sonaview Hotel Dumai: Superior with 42 rooms measuring 19 square meters, and Deluxe with 36 rooms measuring 21 square meters. Each room has a minimalist interior appearance with light brown room that can accommodate up to 240 people, as well as a restaurant called Sundara which serves various cuisines, both western, Chinese and Indonesian.

#### **A. Superior Room**

Superior rooms usually have a smaller area than deluxe rooms, which have many facilities. as explained in the bellow:



Figure 3. Superior Room Details

### Facilities

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>a. Basic</li> <li>• Breakfast for 2 Pax</li> <li>b. Room Amenities</li> <li>• Air Conditioner</li> <li>• LED TV 42 inch Multisystem</li> <li>• Water Heater for Coffee &amp; Tea</li> <li>• Reading Light</li> <li>• Desk Lamp</li> </ul> | <ul style="list-style-type: none"> <li>• Luggage Rack</li> <li>• Hanger</li> <li>c. Bathroom Amenities</li> <li>• Hot &amp; Normal Water</li> <li>• Shower</li> <li>• Towel</li> <li>• Toiletries</li> </ul> |
|--|--|

### B. Deluxe Room

Deluxe rooms usually have a larger area than superior rooms, which have many facilities. as explained in the picture:



Figure 4. Deluxe Room Detail

## **Facilities**

- a. Basic
  - Breakfast for 2 Pax
- b. Room Amenities
  - Air Conditioner
  - LED TV 42 inch Multisystem
  - Refrigerator Minibar
  - Water Heater for Coffee & Tea
  - Reading Light
  - Desk Lamp
- Luggage Rack
  - Hanger
- c. Bathroom Amenities
  - Hot & Normal Water
  - Hair Dryer
  - Shower
  - Towel
  - Toiletries

### **2.3.2 Sonaview Hotel Facilities**

Other facilities include 24-hour room service, a meeting room that can accommodate up to 240 people, as well as a restaurant called Sundara which serves various cuisines, both western, Chinese and Indonesian. The following is an explanation regarding the facilities at the Sonaview Hotel:

#### **A. Meeting Room**

A meeting room is a room that functions as a place for gathering, discussions, meetings, celebrations, to determine priorities or create goals. Sometimes, this room is also used for special purposes, such as holding company entrance tests, onboarding, interviewing prospective workers, and so on. Sonaview has 5 meeting rooms, namely: Pinus, Cemara, Cendana, Gaharu and Ball Room (Pinus, Cemara, Cendana, Gaharu).

Meeting rooms provide services in the form of:

- Meeting Table Setup
- Meeting Equipment (Projector, Screen, Flipchart, Markers, Podium, Stage. Laser Pointer)
- Meeting Facilities (Drinking Water, Notepad, Pencils, & candy)
- Standard sound system with 2 microphones
- Free Wifi
- 21% service fee and applicable government tax. Coffee Break consists of coffee, tea and 2 types of snacks



Figure 5. Sonaview Meeting Room Overview

Table 1. Dimensions and Capacity of Meeting Rooms

| ROOM NAME | DIMENSION       |        | CAPACITY   |         |             |         |
|-----------|-----------------|--------|------------|---------|-------------|---------|
|           | W x L           | HEIGHT | CLASS ROOM | U-SHAPE | ROUND TABLE | THEATRE |
| BALLROOM  | 12.10 x 21.22 M | 2.70 M | 150        | 50      | 100         | 240     |
| PINUS     | 15 x 5.34 M     | 2.70 M | 30         | 20      | 24          | 50      |
| CEMARA    | 12.10 x 6 M     | 2.70 M | 36         | 20      | 24          | 60      |
| CENDANA   | 12.10 x 5 M     | 2.70 M | 36         | 20      | 24          | 60      |
| GAHARU    | 12.10 x 4.88 M  | 2.70 M | 30         | 20      | 24          | 60      |

### B. Sundara Restoran

Sundara Restaurant is on the ground floor which is usually used for breakfast guests, which serves many different types of food every day with high quality taste. Has several facilities that meet guest needs.



Figure 6. Sundara Overview of Sonaview Restaurant

### C. Sky Lounge

Sky Lounge is on the seventh floor which is usually used for a la carte, open from 15:00 to 23:00, which serves many types of food menus with quality taste. Has several facilities that meet guest needs. Holding a Barbeque every Saturday night and being entertained by a stage and singers, guests can also do karaoke. Sky Lounge also accepts reservations, events and meetings.

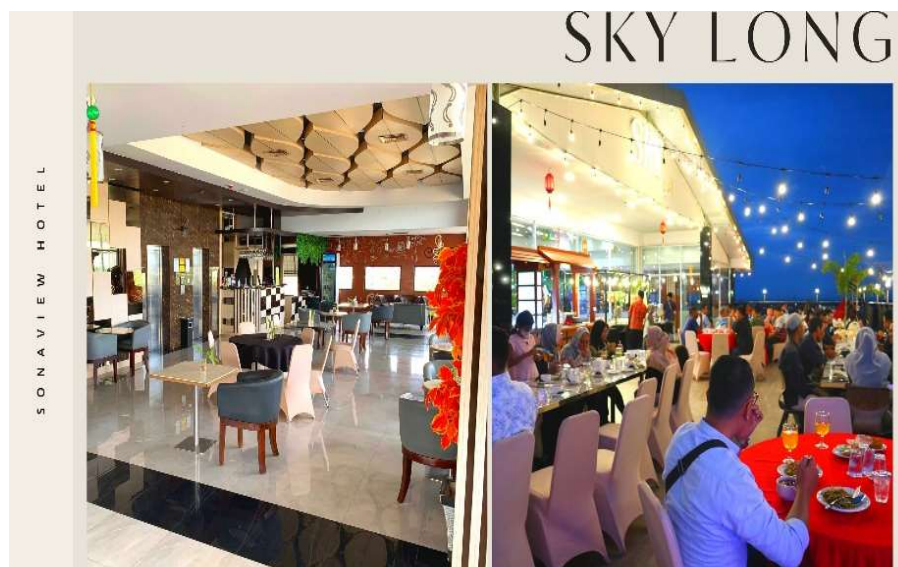


Figure 7. Overview of the Sonaview Sky Lounge Area

#### **D. Sona Health Club**

Sona Health Club is a fitness room that provides many types of sports equipment, also equipped with facilities in the form of toilets, which are on the second floor.



Figure 8. Overview of the Sona Health Club Sonaview Area

Apart from the facilities described above, it also has several other facilities, in the form of car parking, motorbike parking, toilets, prayer room, stairs to enter from the back, and others.

#### **2.4 Organization Structure**

An organizational structure is like a framework or train in a company or organization. It's like a map that shows who reports to whom and who is responsible for doing a particular job. With a clear structure, everyone in the organization knows their role and how they interact with others to achieve common goals efficiently and effectively.

The author has carried out an internship for 4 months at the Sonaview Hotel. The organizational structure of Hotel Sonaview can be seen below:



# ORGANIZATIONAL STRUCTURE OF THE COMPANY

## SONAVIEW HOTEL

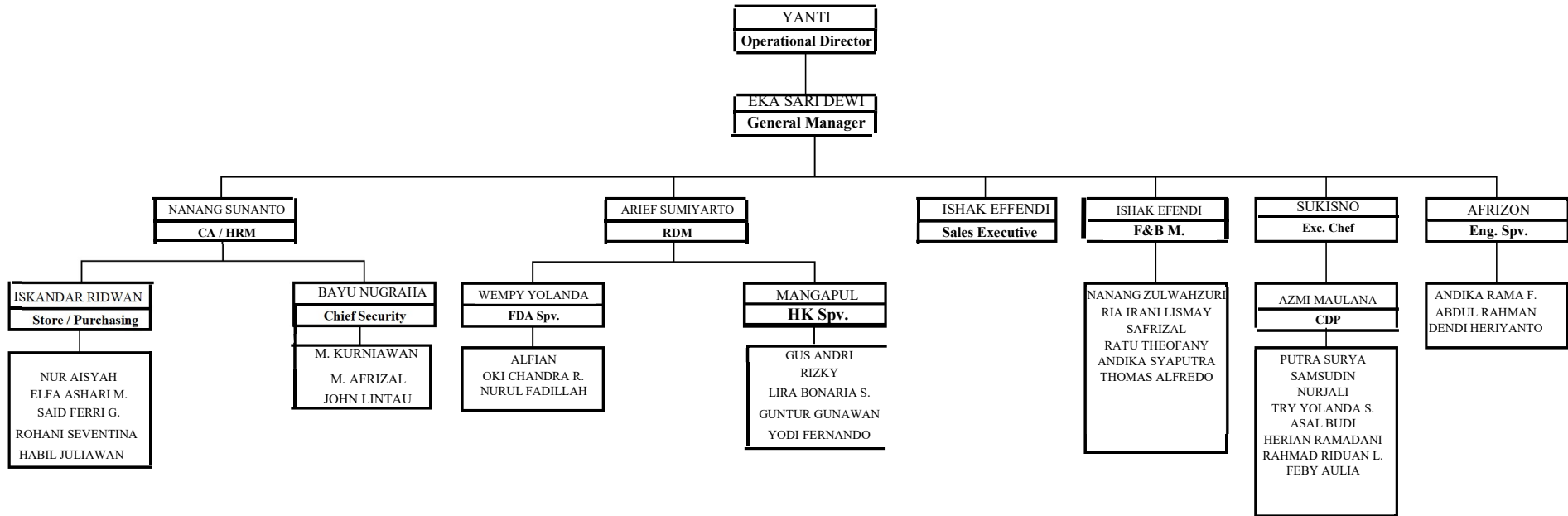


Figure 9. Sonaview Hotel Organizational Structure

Sonaview Hotel has many departments, each of which has different duties and responsibilities, each department will be explained as follows:

#### **2.4.1 Operational Director**

Operational Director (DirOp) is a strategic position that plays an important role in the company's success. An effective DirOp is able to bridge vision and strategy with implementation in the field, manage operations efficiently, and build positive relationships with various parties.

DirOps must have extensive skills and experience, strong leadership abilities, and strategic decision-making abilities to carry out their duties and responsibilities effectively. The hierarchical organizational structure commonly used in companies allows DirOp to carry out its duties and responsibilities in a structured and systematic manner.

Apart from that, DirOp also needs to follow the latest technological developments and trends in the industry to ensure that the company remains competitive and adaptive in facing changes in the business environment. With the right leadership and strategy from DirOp, companies can achieve their goals and increase value for stakeholders

#### **2.4.2 General Manager**

A general manager is a professional who is responsible for the operations of a department or the entire company's business. General Manager is a crucial strategic step for the company in realizing its strategic vision and mission. With a rich background in management and strategic leadership, the General Manager will act as a key driver of the company's success in addressing future challenges and optimizing available growth opportunities.

#### **2.4.3 Chartered Accountant**

Chartered Accountant (CA) is a professional accountant who has met the educational and experience requirements of a professional accounting organization and is bound by its ethical code. CAs are typically involved in auditing, financial reporting, taxation, and management consulting.



#### **2.4.4 Human Resource Management**

Human Resource Management (HRM) is a vital function in an organization that focuses on managing its most valuable assets, namely employees.

HRM is the healthy beating heart of an organization. With the dedication and expertise of HRM professionals, organizations can grow rapidly and achieve their goals.

#### **2.4.5 Room Division Manager**

Leading the hotel room division, ensuring that the melody of cleanliness and comfort always plays melodiously. He leads a swift housekeeping team, ensuring guest rooms and public areas are always clean, tidy and safe. RDM also collaborates with the Front Office and Guest Relations to warmly welcome guests, providing an unforgettable stay experience. Behind these melodies, RDM designs strategies, manages budgets and analyzes data, ensuring the room divisions are always in harmony with the overall hotel symphony.

#### **2.4.6 Sales Executive**

A capable sales ambassador, responsible for sales of the organization's products or services. Sales Executives search for and develop customer prospects, conduct sales presentations, handle customer objections and complaints, and achieve sales targets. Like an energetic salesperson, a Sales Executive ensures that an organization's products and services reach customers.

#### **2.4.7 Food & Beverage Manager**

Responsible for managing the food and beverage division. The F&B Manager develops and executes menus, ensures food and beverage quality, manages division staff, and achieves division profitability targets. Like a skilled chef who leads the kitchen, the F&B Manager ensures that every customer is satisfied with the deliciousness and quality of the dishes.

#### **2.4.8 Food and Beverage Service**

F&B Service focuses on serving and delivering food and drinks to customers. Professionals in this field ensure that every dish and drink is served

perfectly, on time, and according to customer expectations. Their main duties include:

- Receive orders: Either in person or via phone or app.
- Preparing food and drinks: Cooking, mixing and serving dishes to a high quality standard.
- Deliver food and drink: Deliver to customers' tables neatly and politely.
- Provide customer service: Answer questions, make recommendations, and ensure customer satisfaction.
- Maintain cleanliness: Keep the dining area and kitchen clean and hygienic.

Skills required for F&B Service:

- Cooking and food serving skills.
- Knowledge of food and beverage ingredients.
- Good communication and interpersonal skills.
- Ability to work together in a team.
- Ability to work under pressure.
- Ability to maintain cleanliness and hygiene.

#### **2.4.9 Food and Beverage Products**

F&B Products focuses on food and beverage manufacturing and development. Professionals in this field are responsible for the quality, taste and innovation in the menu offered. Their main duties include:

- Create a menu: Design a menu that is attractive, balanced and appropriate to the target market.
- Recipe development: Create delicious and unique new recipes.
- Choosing raw materials: Choose raw materials that are fresh, high quality, and comply with food safety standards.
- Producing food and drinks: Cooking, grilling, grilling, and preparing dishes according to recipes.
- Maintain quality: Ensure every dish and drink meets high quality standards.

Skills required for F&B Products:

- High cooking and culinary skills.
- Knowledge of food and beverage ingredients.
- Creativity and innovation in menu development.
- Ability to maintain food quality and safety.
- Ability to work together in a team.
- Ability to work under pressure.

#### **2.4.10 Engineering Supervisor**

A responsive supervisor, responsible for supervising work in the engineering field. Engineering Supervisor ensures engineering work is carried out according to standards and procedures, leads and motivates engineering staff, identifies and resolves technical problems, and ensures occupational safety and health of engineering staff. Like a careful engineer, the Engineering Supervisor maintains the smooth operations and security of the organization's infrastructure.

#### **2.4.11 House Keeping Supervisor**

Keeper of cleanliness and tidiness, responsible for supervising work in the field of housekeeping. HK Supervisor ensures the cleanliness and tidiness of the work area, leads and motivates housekeeping staff, manages the inventory of housekeeping materials, and ensures the work safety and health of housekeeping staff. Like a diligent janitor, HK Supervisor creates a comfortable and productive work environment.

#### **2.4.12 Chief Security**

A tough security guard, responsible for the security of the organization. The Chief Security Officer develops and implements security policies, oversees the organization's physical security, trains security staff, and handles security incidents. Like a vigilant security commander, the Chief Security Officer protects the organization's assets and personnel from harm.

### **2.4.13 Front Desk Agent**

Front Desk Agents are at the forefront of the hotel industry, tasked with welcoming guests, providing service, and ensuring a smooth check-in and check-out process.

FDA's primary duties and responsibilities include:

- Greeting guests: Greet guests in a friendly and polite manner, help carry luggage, and direct guests to the receptionist.
- Process check-in: Check guest identity, register guest information, and issue room keys.
- Handle payments: Accept guest payments, whether in cash, credit or debit cards.
- Providing information: Provide information about the hotel, hotel facilities and tourist attractions around the hotel.
- Handling complaints: Handle guest complaints professionally and politely, and find the best solution.
- Maintain security: Ensure the safety of guests and their belongings while at the hotel.
- Assisting guests: Assisting guests with various needs, such as ordering taxis, booking rooms, and ordering room service.

Skills needed to be a reliable FDA:

- Good communication and interpersonal skills: Able to communicate with guests in a polite, friendly and clear manner.
- English language skills: Able to speak English fluently to serve foreign guests.
- Knowledge of hotels: Have knowledge of hotels, hotel facilities and tourist attractions around the hotel.
- Computer skills: Able to use a computer to process check-in, check-out, and reservations.
- Problem solving skills: Able to solve problems and find the best solution for guest complaints.

- Ability to work in a team: Able to work together with other teams in the hotel to provide the best service for guests.

FDA plays an important role in creating a positive first impression for guests. Their ability to welcome guests, provide information, and handle complaints can influence the guest's experience during their stay at the hotel.

#### **2.4.14 Chef de Partied (CDP)**

This term is commonly used in the hotel and restaurant industry to refer to the head of the kitchen section who is responsible for a particular division in the kitchen. CDPs have a variety of duties and responsibilities, including:

- Lead and supervise a team of cooks in their division.
- Ensure the quality and consistency of the dishes served.
- Manage food preparation and cooking.
- Monitor food supplies and order required raw materials.
- Maintain cleanliness and tidiness of the kitchen area.
- Train and develop chefs in their division.
- Follow occupational safety and health standards.

CDPs must have extensive knowledge of cooking techniques, food ingredients, and food safety. They must also have good leadership and communication skills to be able to lead and motivate their team.

## **CHAPTER III**

### **SCOPE OF THE APPRENTICESHIP**

#### **3.1 Job Description**

This chapter explains several descriptions of activities during the apprenticeship. The internship will be carried out for 4 months starting from 26 February to 26 July 2024 at the Sonaview Hotel. During his internship, the author was placed in the food and beverage services division. This division works as a waiter in a restaurant, serving guests and is also responsible for the Meeting Room section. During the internship, the author was guided by a senior waiter who was skilled and proficient in completing his duties as a waiter. Over time, the F&B Service Division has a manager who leads and carries out all duties and responsibilities as an F&B Service.

During your internship at Sonaview, there are regulations that the F&B Service division and other divisions, both interns and staff, cannot do so. As an F&B service member, you must pay attention to your appearance first, always smile while on duty, greet each other in a friendly manner with the staff. The author's internship activities gain knowledge and knowledge. During the internship, you must have the initiative to work, which must be done without waiting for senior orders, because that is the responsibility or task that has been given. There are several main tasks that must be carried out as follows:

1. Handle breakfast room guests at the restaurant
2. Serve food and drink orders for room guests
3. Set up meeting room reservations
4. Check and order stock of F&B goods.
5. Take Order at the restaurant
6. Briefing
7. Prepare VIP Lunch
8. Prepare Box for an Event

### 3.2 System and Procedure

In this section, there were several descriptions of activity procedures when carrying out activities during an apprenticeship.

#### 3.2.1 Food and Beverage service

##### 1. Handle breakfast room guests at the restaurant

Handle breakfast is the duty of the F&B Service. This involves various tasks such as preparing food, organizing timing, and ensuring everyone gets a sufficient and nutritious breakfast. It also includes making decisions about the menu, cooking (if necessary), and efficiently managing time to avoid rushing. Providing a healthy and balanced breakfast is an essential part of handling breakfast as it provides the necessary energy to start the day well. In handling breakfast there are also work procedures which will be explained below:

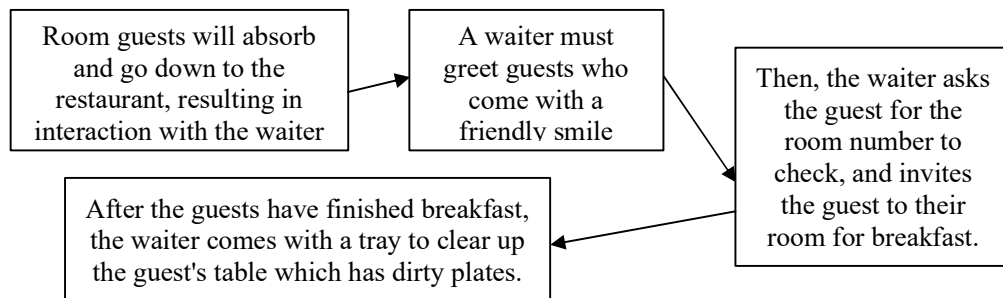


Figure 10. Working System When Serving Breakfast Guests



Figures 11. Handle breakfast room guests at the restaurant

## 2. Serve food and drink orders for room guests

Hotel services can also take food and drink orders to the room, usually guests will order by telephone, and there are also those who come directly to order food and drinks. Below is the procedure for serving room guests via telephone.

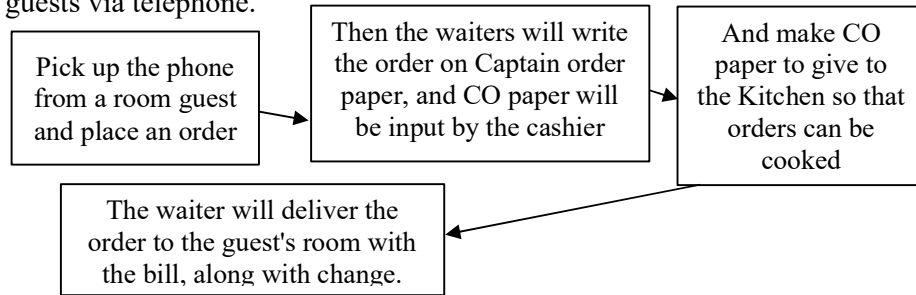


Figure 12. Serve food and drink orders for room guests System

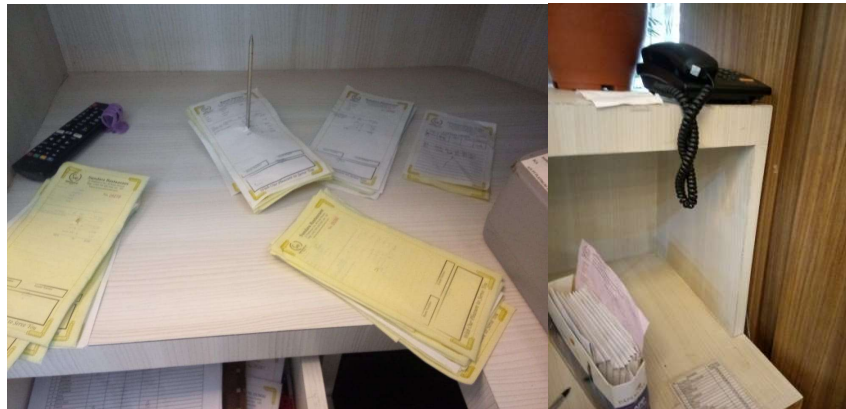


Figure 13. Serve food and drink orders for room guests

## 3. Set up meeting reservations

If there is a meeting in the ballroom there will be lunch, and this must be prepared by FB Service, starting from setting up tables and equipment.



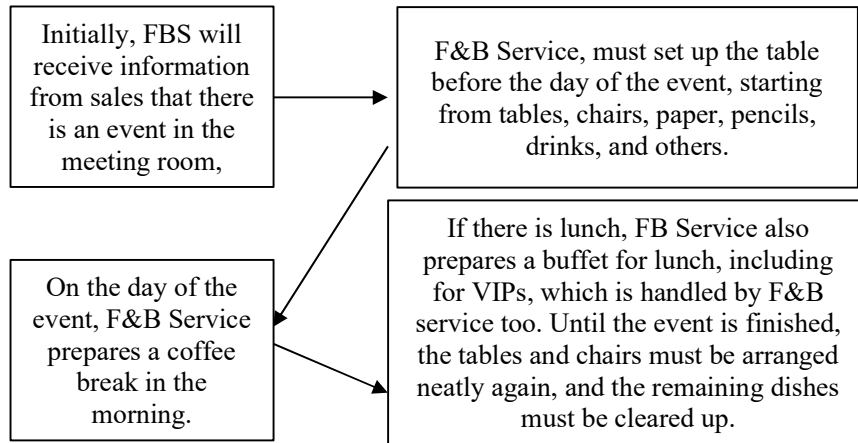


Figure 14. System if there is an Event Room Meeting



Figure 15. Set up meeting room reservations

#### 4. Check and order stock of F&B goods.

Food & beverage service department, must check goods and order goods in the store section.

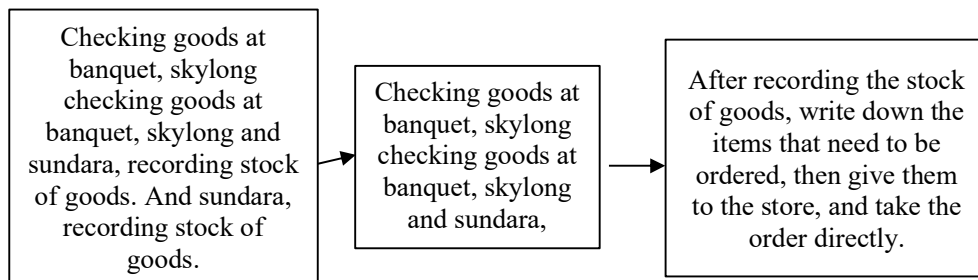


Figure 16. Stock Checking and Ordering System



Figure 17. Check and order stock of F&B goods.

### 5. Take Order at the restaurant

The order-taking process at a restaurant is a key step in providing good food service to guests. The following is an explanation of the steps and procedures commonly used when taking orders at a restaurant:

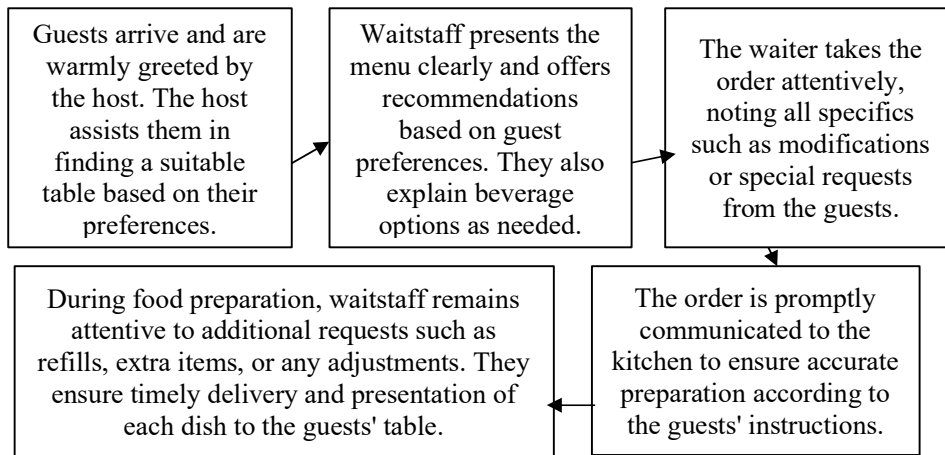


Figure 18. Take Order at the restaurant system



Figure 19. Take Order at the restaurant

## 6. Briefing

Briefings in F&B (Food and Beverage) services within a hotel apartment are routine meetings or guidance sessions conducted by the F&B manager with all staff involved in food and beverage service at the hotel. The purpose of these briefings is to ensure that the entire team understands their roles, maintains service quality, and coordinates daily activities effectively.

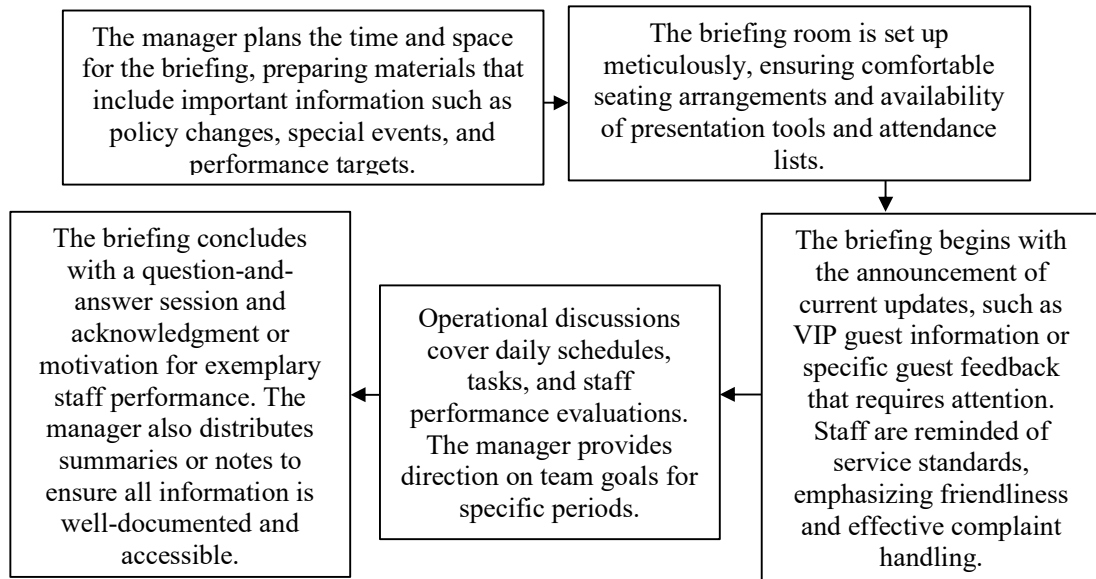


Figure 20. Briefing system



Figure 21. Briefing

## 7. Prepare VIP Lunch

Preparing a VIP lunch in a hotel involves several meticulous steps to ensure the utmost satisfaction of distinguished guests:

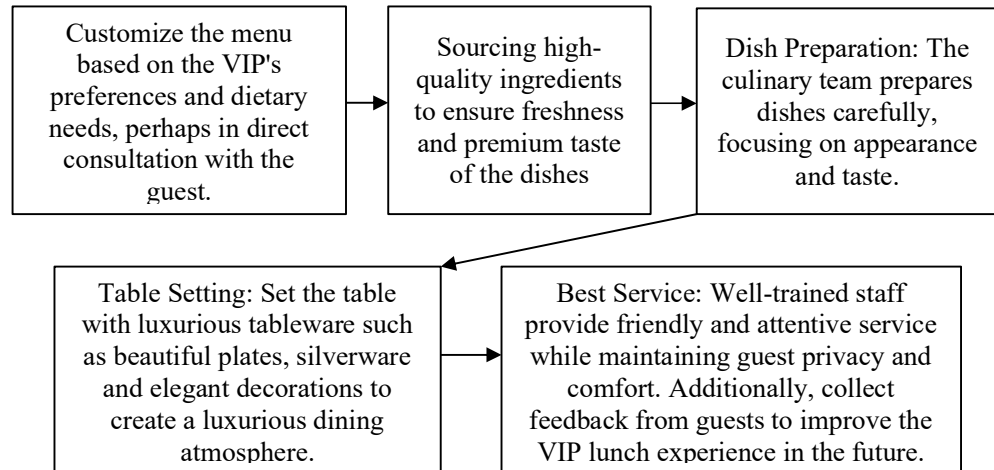


Figure 22. Prepare VIP Lunch System



Figure 23. Prepare VIP Lunch

## 8. Prepare Box for an Event

Preparing a box for an event at a hotel usually involves preparing food that is practical and can be enjoyed without the need to use complicated cutlery. The following are general guidelines for arranging food boxes for events at hotels:

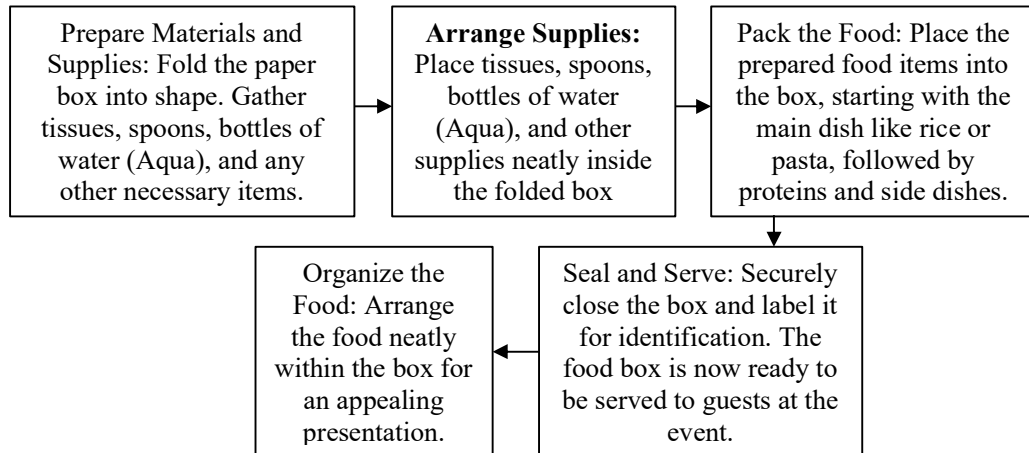


Figure 24. Prepare Box for an Event System



Figure 25. Prepare Box for an Event

## 9. Check Floors

The process of checking floors for waiters in hotels is an important part of maintaining cleanliness and safety in the work environment, especially in service areas such as restaurants or hotel dining rooms. The following are the steps taken in the process:



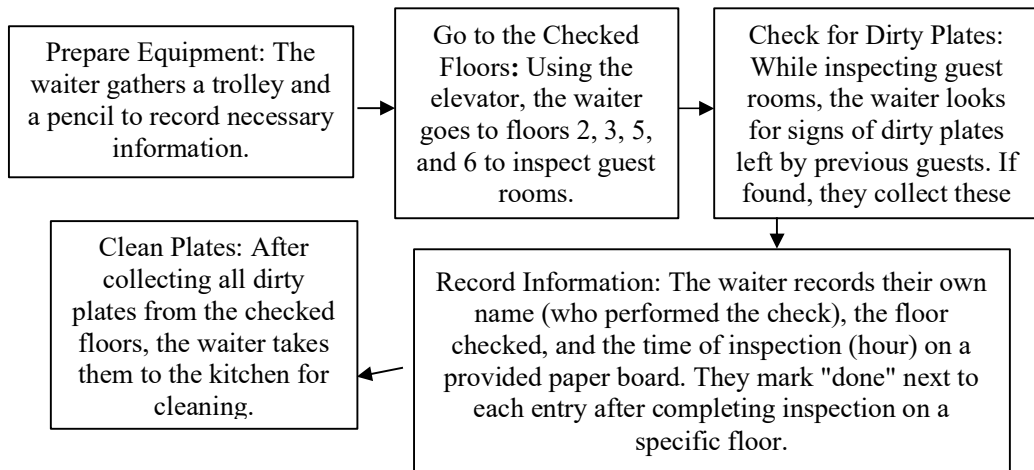


Figure 26. Check Floors System



Figure 27. Check Floors

### 3.3 Place of Apprenticeship

The internship was carried out for 4 months at the Sonaview Hotel, on Jalan Pattimura, Dumai, Riau Province.

### 3.4 Kind and description

Kind and description of daily activities at Sonaview Hotel can be seen in the tables below:

**Table 2. Daily Activities of February, 26<sup>th</sup> 2024 to March 03<sup>nd</sup> 2024**

| No | Day/Date                                    | Activity   | Assignor      |
|----|---|--|---------------|
| 1  | Monday, February 26 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Introduction to employee staff members</li> <li>○ starting to learn to work in the F&amp;B Service department</li> <li>○ Attend meetings with all employee staff</li> </ul> | HRD           |
| 2  | Tuesday, February 27 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast</li> <li>○ Polishing equipment</li> <li>○ Prepare</li> </ul>   | Senior Waiter |
| 3  | Wednesday, February 28 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast</li> <li>○ Polishing equipment</li> <li>○ Prepare</li> </ul>   | Senior waiter |
| 4  | Thursday, February 29 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast</li> <li>○ Polishing equipment</li> <li>○ Clean</li> <li>○ Prepare</li> </ul>  | Senior Waiter |
| 5  | Friday, March 01 <sup>st</sup> , 2024       | <ul style="list-style-type: none"> <li>○ Handle Breakfast</li> <li>○ Polishing equipment</li> <li>○ Clean</li> <li>○ Prepare</li> </ul>  | Senior Waiter |
| 6  | Saturday, March 02 <sup>nd</sup> , 2024     | <ul style="list-style-type: none"> <li>○ Handle Breakfast</li> <li>○ Polishing equipment</li> <li>○ Prepare</li> </ul>   | Senior Waiter |
| 7  | Sunday, March 03 <sup>rd</sup> , 2024       | OFF  |               |

**Table 3. Daily Activities of March 04<sup>th</sup> 2024 to March 10<sup>th</sup>, 2024**

| No | Day/Date                                 | Activity   | Assignor      |
|----|--|--|---------------|
| 1  | Monday, March 04 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Cleaning the sky lounge</li> <li>○ Stand by for a la carte</li> <li>○ Ala carte handle</li> </ul> | Senior Waiter |
| 2  | Tuesday, march 05 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Cleaning the sky lounge</li> <li>○ Stand by for a la carte</li> <li>○ Ala carte handle</li> </ul> | Senior Waiter |
| 3  | Wednesday, march 06 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Cleaning the sky lounge</li> <li>○ Stand by for a la carte</li> </ul>                             | Senior Waiter |

|   |   |  |               |
|---|---|--|---------------|
|   |   | <ul style="list-style-type: none"> <li>○ Ala carte handle</li> </ul>   |               |
| 4 | Thursday, march 07 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Cleaning the sky lounge</li> <li>○ Stand by for a la carte</li> <li>○ Ala carte handle</li> </ul> | Senior Waiter |
| 5 | Friday, march 08 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Cleaning the sky lounge</li> <li>○ Stand by for a la carte</li> <li>○ Ala carte handle</li> </ul> | Senior Waiter |
| 6 | Saturday, March 09 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Cleaning the sky lounge</li> <li>○ Stand by for a la carte</li> <li>○ Ala carte handle</li> </ul> | Senior Waiter |
| 7 | Sunday, March 10 <sup>st</sup> , 2024   | OFF  |               |

**Table 4. Daily Activities of March 11<sup>Th</sup> 2024 to March 17<sup>th</sup>, 2024**

| No | Day/Date                                 | Activity   | Assignor      |
|----|--|--|---------------|
| 1  | Monday, March 11 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handling breakfast</li> <li>○ Prepare Equipment</li> <li>○ Order items</li> </ul> | Senior Waiter |
| 2  | Tuesday, march 12 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handling breakfast</li> <li>○ Prepare Equipment</li> <li>○ Order items</li> </ul> | Senior Waiter |
| 3  | Wednesday, march 13 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handling breakfast</li> <li>○ Prepare Equipment</li> <li>○ Order items</li> </ul> | Senior Waiter |
| 4  | Thursday, march 14 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handling breakfast</li> <li>○ Prepare Equipment</li> <li>○ Order items</li> </ul> | Senior Waiter |
| 5  | Friday, march 15 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handling breakfast</li> <li>○ Prepare Equipment</li> <li>○ Order items</li> </ul> | Senior Waiter |
| 6  | Saturday, March 16 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handling breakfast</li> <li>○ Prepare Equipment</li> <li>○ Order items</li> </ul> | Senior Waiter |
| 7  | Sunday, March 17 <sup>st</sup> , 2024    | OFF  |               |

**Table 5. Daily Activities of March 18<sup>Th</sup> 2024 to March 24<sup>th</sup>, 2024**

| No | Day/Date                              | Activity   | Assignor      |
|----|---------------------------------------|--|---------------|
| 1  | Monday, March 18 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> </ul> | Senior Waiter |



|   |  |  |               |
|---|--|--|---------------|
|   |  | <ul style="list-style-type: none"> <li>○ take out buffet and others</li> </ul>   |               |
| 2 | Tuesday, march 19 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul> | Senior Waiter |
| 3 | Wednesday, march 20 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ take out buffet and others</li> </ul>   | Senior Waiter |
| 4 | Thursday, march 21 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul> | Senior Waiter |
| 5 | Friday, march 22 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul>   | Senior Waiter |
| 6 | Saturday, March 23 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul>                                 | Senior Waiter |
| 7 | Sunday, March 24 <sup>th</sup> , 2024    | OFF  |               |

**Table 6. Daily Activities of March 25<sup>th</sup> 2024 to March 31<sup>th</sup>, 2024**

| No | Day/Date                              | Activity   | Assignor      |
|----|---------------------------------------|--|---------------|
| 1  | Monday, March 25 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul> | Senior Waiter |

|   |  |  |               |
|---|--|--|---------------|
| 2 | Tuesday, march 26 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table &amp; take out buffet and others</li> </ul>      | Senior Waiter |
| 3 | Wednesday, march 27 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul> | Senior Waiter |
| 4 | Thursday, march 28 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch</li> <li>○ Prepare Skylong</li> </ul>   | Senior Waiter |
| 5 | Friday, march 29 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ take out buffet and others</li> </ul>   | Senior Waiter |
| 6 | Saturday, March 30 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul> | Senior Waiter |
| 7 | Sunday, March 31 <sup>st</sup> , 2024    | OFF  |               |

**Table 7. Daily Activities of April 01<sup>st</sup> 2024 to April 07<sup>th</sup>, 2024**

| No | Day/Date                               | Activity   | Assignor      |
|----|--|--|---------------|
| 1  | Monday, April 01 <sup>st</sup> , 2024  | <ul style="list-style-type: none"> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul> | Senior Waiter |
| 2  | Tuesday, April 02 <sup>nd</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> </ul>  | Senior Waiter |

|   |  |  |               |
|---|--|--|---------------|
|   |  | <ul style="list-style-type: none"> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul>  |               |
| 3 | Wednesday, April 03 <sup>rd</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul>  | Senior Waiter |
| 4 | Thursday, April 04 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul> | Senior Waiter |
| 5 | Friday, April 05 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul> | Senior Waiter |
| 6 | Saturday, April 06 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Stand by at skylong,</li> <li>○ handle reservations, events, room meetings (during the fasting month)</li> <li>○ serve guests, welcome guests, give a smile,</li> <li>○ Polishing, cleaning, arranging equipment</li> <li>○ clear up the reservation table</li> <li>○ take out buffet and others</li> </ul> | Senior Waiter |
| 7 | Sunday, April 07 <sup>th</sup> , 2024    | OFF  |               |

**Table 8. Daily Activities of April 08<sup>th</sup> 2024 to April 14<sup>th</sup>, 2024**

| No | Day/Date                                 | Activity  | Assignor      |
|----|--|---|---------------|
| 1  | Monday, April 08 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 2  | Tuesday, April 09 <sup>th</sup> , 2024   | OFF LEBARAN   |               |
| 3  | Wednesday, April 10 <sup>th</sup> , 2024 |   |               |
| 4  | Thursday, April 11 <sup>th</sup> , 2024  |   |               |

|   |   |   |               |
|---|---|---|---------------|
| 5 | Friday, April 12 <sup>th</sup> , 2024   |   |               |
| 6 | Saturday, April 13 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 7 | Sunday, April 14 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |

**Table 9. Daily Activities of April 15<sup>th</sup> 2024 to April 21<sup>th</sup>, 2024**

| No | Day/Date                                 | Activity  | Assignor      |
|----|--|---|---------------|
| 1  | Monday, April 15 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 2  | Tuesday, April 16 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 3  | Wednesday, April 17 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 4  | Thursday, April 18 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 5  | Friday, April 19 <sup>th</sup> , 2024    | OFF   |               |
| 6  | Saturday, April 20 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager    |
| 7  | Sunday, April 21 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> </ul>   | FB Manager    |

|  |  |  |
|--|--|--|
|  | <ul style="list-style-type: none"> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> |  |
|--|--|--|

**Table 10. Daily Activities of April 22<sup>st</sup> 2024 to April 28<sup>th</sup>, 2024**

| No | Day/Date                                 | Activity  | Assignor      |
|----|--|---|---------------|
| 1  | Monday, April 22 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 2  | Tuesday, April 23 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 3  | Wednesday, April 24 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 4  | Thursday, April 25 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 5  | Friday, April 26 <sup>th</sup> , 2024    | OFF   |               |
| 6  | Saturday, April 27 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager    |
| 7  | Sunday, April 28 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager    |

**Table 11. Daily Activities of April 29<sup>st</sup> 2024 to May 05<sup>th</sup>, 2024**

| No | Day/Date                              | Activity  | Assignor      |
|----|---------------------------------------|---|---------------|
| 1  | Monday, April 29 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |

|   |  |   |               |
|---|--|---|---------------|
| 2 | Tuesday, April 30 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 3 | Wednesday, May 01 <sup>st</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul>                                | Senior Waiter |
| 4 | Thursday, May 02 <sup>nd</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 5 | Friday, May 03 <sup>rd</sup> , 2024    | OFF   |               |
| 6 | Saturday, May 04 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager    |
| 7 | Sunday, May 05 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> </ul>                            | FB Manager    |

**Table 12. Daily Activities of May 06<sup>th</sup> 2024 to May 12<sup>th</sup>, 2024**

| No | Day/Date                               | Activity  | Assignor      |
|----|--|---|---------------|
| 1  | Monday, May 06 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 2  | Tuesday, May 07 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 3  | Wednesday, May 08 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |

|   |                                       |   |               |
|---|---------------------------------------|---|---------------|
| 4 | Thursday, May 09 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 5 | Friday, May 10 <sup>th</sup> , 2024   | OFF   |               |
| 6 | Saturday, May 11 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager    |
| 7 | Sunday, May 12 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager    |

**Table 13. Daily Activities of May 13<sup>th</sup> 2024 to May 19<sup>th</sup>, 2024**

| No | Day/Date                               | Activity  | Assignor      |
|----|--|---|---------------|
| 1  | Monday, May 13 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 2  | Tuesday, May 14 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 3  | Wednesday, May 15 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 4  | Thursday, May 16 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | Senior Waiter |
| 5  | Friday, May 17 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> </ul>  | FB Manager    |

|   |                                       |   |            |
|---|---------------------------------------|---|------------|
|   |                                       | <ul style="list-style-type: none"> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul>   |            |
| 6 | Saturday, May 18 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 7 | Sunday, May 19 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |

**Table 14. Daily Activities of May 20<sup>th</sup> 2024 to May 26<sup>th</sup>, 2024**

| No | Day/Date                               | Activity  | Assignor   |
|----|--|---|------------|
| 1  | Monday, May 20 <sup>th</sup> , 2024    | OFF   |            |
| 2  | Tuesday, May 21 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 3  | Wednesday, May 22 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 4  | Thursday, May 23 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 5  | Friday, May 24 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 6  | Saturday, May 25 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> </ul>                            | FB Manager |



|   |                                     |   |            |
|---|-------------------------------------|---|------------|
|   |                                     | any)<br>○ Prepare Skylong   |            |
| 7 | Sunday, May 26 <sup>th</sup> , 2024 | ○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)<br>○ Check Flour 2,4,5,6<br>○ Handle events, reservations, lunch (if any)<br>○ Prepare Skylong | FB Manager |

**Table 15. Daily Activities of May 27<sup>th</sup> 2024 to June 02<sup>nd</sup>, 2024**

| No | Day/Date                               | Activity  | Assignor   |
|----|--|---|------------|
| 1  | Monday, May 27 <sup>th</sup> , 2024    | OFF   |            |
| 2  | Tuesday, May 28 <sup>th</sup> , 2024   | ○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)<br>○ Check Flour 2,4,5,6<br>○ Handle events, reservations, lunch (if any)<br>○ Prepare Skylong | FB Manager |
| 3  | Wednesday, May 29 <sup>th</sup> , 2024 | ○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)<br>○ Check Flour 2,4,5,6<br>○ Handle events, reservations, lunch (if any)<br>○ Prepare Skylong | FB Manager |
| 4  | Thursday, May 30 <sup>th</sup> , 2024  | ○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)<br>○ Check Flour 2,4,5,6<br>○ Handle events, reservations, lunch (if any)<br>○ Prepare Skylong | FB Manager |
| 5  | Friday, May 31 <sup>th</sup> , 2024    | ○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)<br>○ Check Flour 2,4,5,6<br>○ Handle events, reservations, lunch (if any)<br>○ Prepare Skylong | FB Manager |
| 6  | Saturday, June 01 <sup>st</sup> , 2024 | ○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)<br>○ Check Flour 2,4,5,6<br>○ Handle events, reservations, lunch (if any)<br>○ Prepare Skylong | FB Manager |
| 7  | Sunday, June 02 <sup>nd</sup> , 2024   | ○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)<br>○ Check Flour 2,4,5,6   | FB Manager |

|  |  |  |  |
|--|--|--|--|
|  |  | <ul style="list-style-type: none"> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> |  |
|--|--|--|--|

**Table 16. Daily Activities of June 03<sup>rd</sup>, 2024 to June 09<sup>th</sup>, 2024**

| No | Day/Date                                | Activity  | Assignor   |
|----|---|---|------------|
| 1  | Monday, June 03 <sup>rd</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> |            |
| 2  | Tuesday, June 04 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 3  | Wednesday, June 05 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Rolling Into Housekeeping</li> <li>○ learn to recognize the names of items</li> <li>○ study room set (equipment)</li> <li>○ mop the flour 2,3,5,6</li> </ul>                             | FB Manager |
| 4  | Thursday, June 06 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Rolling Into Housekeeping</li> <li>○ learn to recognize the names of items</li> <li>○ study room set (equipment)</li> <li>○ mop the flour 2,3,5,6</li> </ul>                             | FB Manager |
| 5  | Friday, June 07 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Rolling Into Housekeeping</li> <li>○ learn to recognize the names of items</li> <li>○ study room set (equipment)</li> <li>○ mop the flour 2,3,5,6</li> </ul>                             | FB Manager |
| 6  | Saturday, June 08 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Rolling Into Housekeeping</li> <li>○ learn to recognize the names of items</li> <li>○ study room set (equipment)</li> <li>○ mop the flour 2,3,5,6</li> </ul>                             | FB Manager |
| 7  | Sunday, June 09 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Rolling Into Housekeeping</li> <li>○ learn to recognize the names of items</li> <li>○ study room set (equipment)</li> <li>○ mop the flour 2,3,5,6</li> </ul>                             | FB Manager |

**Table 17. Daily Activities of June 10<sup>th</sup>, 2024 to June 16<sup>th</sup>, 2024**

| No | Day/Date                             | Activity  | Assignor |
|----|--------------------------------------|---|----------|
| 1  | Monday, June 10 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> </ul> |          |

|   |   |   |            |
|---|---|---|------------|
|   |   | <ul style="list-style-type: none"> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul>  |            |
| 2 | Tuesday, June 11 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 3 | Wednesday, June 12 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 4 | Thursday, June 13 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 5 | Friday, June 14 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 6 | Saturday, June 15 <sup>th</sup> , 2024  | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 7 | Sunday, June 16 <sup>th</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |

**Table 18. Daily Activities of June 17<sup>th</sup>, 2024 to June 23<sup>th</sup>, 2024**

| No | Day/Date                                | Activity  | Assignor   |
|----|---|---|------------|
| 1  | Monday, June 17 <sup>rd</sup> , 2024    | OFF IDUL ADHA   |            |
| 2  | Tuesday, June 18 <sup>th</sup> , 2024   |   |            |
| 3  | Wednesday, June 19 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |

|   |  |   |            |
|---|--|---|------------|
| 4 | Thursday, June 20 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 5 | Friday, June 21 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 6 | Saturday, June 22 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |
| 7 | Sunday, June 23 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |

**Table 19. Daily Activities of June 24<sup>th</sup>, 2024 to June 26<sup>th</sup>, 2024**

| No | Day/Date                                | Activity  | Assignor   |
|----|---|---|------------|
| 1  | Monday, June 24 <sup>rd</sup> , 2024    | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> |            |
| 2  | Tuesday, June 25 <sup>th</sup> , 2024   | <ul style="list-style-type: none"> <li>○ Handle Skylong (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Equipment</li> </ul> | FB Manager |
| 3  | Wednesday, June 26 <sup>th</sup> , 2024 | <ul style="list-style-type: none"> <li>○ Handle Breakfast (Polishing, welcoming guests, cleaning etc)</li> <li>○ Check Flour 2,4,5,6</li> <li>○ Handle events, reservations, lunch (if any)</li> <li>○ Prepare Skylong</li> </ul> | FB Manager |

### **3.4 Obstacles and Solutions**

There is obstacle and solution during the internship:

#### **3.4.1 Obstacles**

Some of the obstacles encountered during the apprenticeship work process is a shortage of employees so we rely on interns

#### **3.4.2 Solution**

Solutions that can be taken to face obstacles during apprenticeship work process can be a recruitment of new employees

## **CHAPTER IV CONCLUSION AND SUGGESTION**

### **4.1 Conclusion**

The internship at Hotel Sona View provided a comprehensive learning experience especially in the F&B Department, encompassing various responsibilities. These included managing breakfast operations at Sundara, ensuring guests were seated correctly as per their room assignments, verifying breakfast menus, and maintaining high standards of equipment and cutlery service. Additionally, duties involved clearing tables, dusting, and replenishing table accessories such as tissues, toothpicks, salt, pepper, and ashtrays. Preparation of welcome drinks, monitoring purchase and store requests, and ensuring cleanliness in areas like Sundara, smoking zones, outlet bars, and counters were also part of daily tasks. Organizing equipment storage, checking and polishing utensils, and arranging cutlery for breakfast service were crucial aspects of maintaining operational efficiency. Moreover, assisting with meeting room setups and handling event and lunch arrangements underscored the diverse exposure gained during the internship, all while adhering strictly to hotel regulations.

### **4.2 Suggestions**

Maintaining discipline, responsibility, and professionalism is paramount in excelling within the hospitality industry. These qualities not only streamline daily operations but also enhance guest satisfaction and uphold the hotel's reputation. Emphasizing these attributes will contribute significantly to personal growth and career success in future endeavors within this dynamic field.

## **REFERENCES**

Soneview Hotel, 2020. *Company Profile of SONAVIEW Hotel*.

Politeknik Negeri Bengkalis, 2017. *Buku Panduan Kerja Praktek*.

## APPENDICES

### Appendix 1 Apprenticeship Letter



KEMENTERIAN PENDIDIKAN DAN KEBUDAYAAN  
RISET, DAN TEKNOLOGI  
**POLITEKNIK NEGERI BENGKALIS**  
Jalan Bathin Alam, Sungai Alam, Bengkalis, Riau 28714  
Telepon: (0766) 7008877, Faximile (0766) 8001000  
Laman : <http://www.polbeng.ac.id>, E.Mail : [polbeng.ac.id](mailto:polbeng.ac.id)

Nomor: 612 /PL.31/TU//2024

15 Februari 2024

Hal : Permohonan Kerja Praktek ( KP )

Yth. Sonaview Hotel Dumai

Jl. Pattimura No.40. Dumai, Kec. Dumai, Kota Dumai, Riau 28125

Dengan Hormat,

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

| No | Nama           | Nim        | Jurusan           |
|----|----------------|------------|-------------------|
| 1  | Hinirta Suzila | 5203211150 | D3 Bahasa Inggris |
| 2  | Ria Ramadani   | 5203211155 | D3 Bahasa Inggris |

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

Demikian surat permohonan ini disampaikan, atas perhatian serta kerjasamanya diucapkan terima kasih.

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

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



Appendix 2 Certificate



### Appendix 3 Evaluation Form

#### HRD

#### PENILAIAN DARI PERUSAHAAN KERJA PRAKTEK HOTEL SONAVIEW DUMAI

Nama : Ria Ramadani  
NIIM : 5203211155  
Program Studi : Bahasa Inggris  
Kampus : Politeknik Negeri Bengkalis

| No,          | Aspek Penilaian      | Bobot | Nilai |
|--------------|----------------------|-------|-------|
| 1.           | Disiplin             |       | 80    |
| 2.           | Tanggung-Jawab       |       | 80    |
| 3.           | Penyesuaian Diri     |       | 80    |
| 4.           | Hasil Kerja          |       | 80    |
| 5.           | Perilaku Secara Umum |       | 80    |
| Total Jumlah |                      |       | 400   |

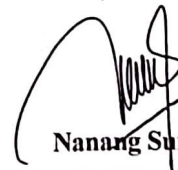
#### Keterangan :

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

#### Catatan :

.....  
.....  
.....

Dumai, 25 Juni 2024



Nanang Sunanto

Human Resources Officer

F&B Manager

**PENILAIAN DARI PERUSAHAAN KERJA PRAKTEK  
HOTEL SONAVIEW DUMAI**

Nama : Ria Ramadani  
NIIM : 5203211155  
Program Studi : Bahasa Inggris  
Kampus : Politeknik Negeri Bengkalis

| No,                 | Aspek Penilaian      | Bobot | Nilai |
|---------------------|----------------------|-------|-------|
| 1.                  | Disiplin             |       | 95    |
| 2.                  | Tanggung-Jawab       |       | 95    |
| 3.                  | Penyesuaian Diri     |       | 95    |
| 4.                  | Hasil Kerja          |       | 85    |
| 5.                  | Perilaku Secara Umum |       | 95    |
| <b>Total Jumlah</b> |                      |       |       |

**Keterangan :**

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

**Catatan :**

Bekerja dan berkomunikasi sangat baik mau  
individu atau sama team.

Dumai, 25 Juni 2024

  
Ishak Efendi  
FB Manager

**Senior Waiter**

**PENILAIAN DARI PERUSAHAAN KERJA PRAKTEK  
HOTEL SONAVIEW**

Nama : Ria Ramadani  
NIIM : 5203211155  
Program Studi : Bahasa Inggris  
Kampus : Politeknik Negeri Bengkalis

| No,                 | Aspek Penilaian      | Bobot | Nilai |
|---------------------|----------------------|-------|-------|
| 1.                  | Disiplin             |       | 95    |
| 2.                  | Tanggung-Jawab       |       | 95    |
| 3.                  | Penyesuaian Diri     |       | 90    |
| 4.                  | Hasil Kerja          |       | 95    |
| 5.                  | Perilaku Secara Umum |       | 90    |
| <b>Total Jumlah</b> |                      |       |       |

**Keterangan :**

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

**Catatan :**

.....  
.....  
.....

Dumai, 25 Juni 2024



**Safrizal**

---

Senior Waiter

## Senior Housekeeping

### PENILAIAN DARI PERUSAHAAN KERJA PRAKTEK HOTEL SONAVIEW

Nama : Ria Ramadani  
NIIM : 5203211155  
Program Studi : Bahasa Inggris  
Kampus : Politeknik Negeri Bengkalis

| No,          | Aspek Penilaian      | Bobot | Nilai |
|--------------|----------------------|-------|-------|
| 1.           | Disiplin             |       | 95    |
| 2.           | Tanggung-Jawab       |       | 98    |
| 3.           | Penyesuaian Diri     |       | 95    |
| 4.           | Hasil Kerja          |       | 95    |
| 5.           | Perilaku Secara Umum |       | 95    |
| Total Jumlah |                      |       | 478   |


#### Keterangan :

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

#### Catatan :

Mampu Bekerja Sama dalam team / Individu  
Serta mampu menjalankan dan menyelesaikan  
pekerjaan sesuai intruksi yang di berikan

Dumai, 25 Juni 2024

  
Guntur Gunawan  
Senior Housekeeping

### Appendix 4 Attendance List

| Absence List |         |                |            |
|--------------|---------|----------------|------------|
| Name         |         | : Ria Ramadani |            |
| Department   |         | : FB Service   |            |
| Date         | Time In | Time Out       | Sign       |
| February     |         |                |            |
| 26-02-2024   | 06:32   | 15:51          | <i>Ria</i> |
| 27-02-2024   | 06:45   | 15:35          | <i>Ria</i> |
| 28-02-2024   | 06:52   | 16:32          | <i>Ria</i> |
| 29-02-2024   | 06:30   | 15:25          | <i>Ria</i> |
| March        |         |                |            |
| 01-03-2024   | 06:52   | 15:17          | <i>Ria</i> |
| 02-03-2024   | 06:32   | 15:27          | <i>Ria</i> |
| 03-03-2024   | -       | -              | OFF        |
| 04-03-2024   | 13:56   | 22:25          | <i>Ria</i> |
| 05-03-2024   | 13:47   | 22             | <i>Ria</i> |
| 06-03-2024   | 13:48   | 22             | <i>Ria</i> |
| 07-03-2024   | 13:45   | 22             | <i>Ria</i> |
| 08-03-2024   | 13:36   | 22             | <i>Ria</i> |
| 09-03-2024   | 13:40   | 22             | <i>Ria</i> |
| 10-03-2024   | -       | -              | OFF        |
| 11-03-2024   | 06:30   | 18:00          | <i>Ria</i> |
| 12-03-2024   | 06:31   | 16:56          | <i>Ria</i> |
| 13-03-2024   | 06:42   | 15:47          | <i>Ria</i> |
| 14-03-2024   | 06:43   | 15:36          | <i>Ria</i> |
| 15-03-2024   | 06:45   | 16:25          | <i>Ria</i> |
| 16-03-2024   | 06:25   | 15:05          | <i>Ria</i> |
| 17-03-2024   | -       | -              | OFF        |
| 18-03-2024   | 13:36   | 22:36          | <i>Ria</i> |
| 19-03-2024   | 13:45   | 22:15          | <i>Ria</i> |
| 20-03-2024   | 13:52   | 22:20          | <i>Ria</i> |
| 21-03-2024   | 13:57   | 22:11          | <i>Ria</i> |
| 22-03-2024   | 13:28   | 22:22          | <i>Ria</i> |
| 23-03-2024   | 13:36   | 22:18          | <i>Ria</i> |
| 24-03-2024   | -       | -              | OFF        |
| 25-03-2024   | 13:36   | 22:16          | <i>Ria</i> |
| 26-03-2024   | 13:49   | 22:17          | <i>Ria</i> |
| 27-03-2024   | 13:52   | 22:18          | <i>Ria</i> |
| 28-03-2024   | 06:58   | 16:32          | <i>Ria</i> |
| 29-03-2024   | 13:45   | 22:18          | <i>Ria</i> |
| 30-03-2024   | 13:53   | 22:20          | <i>Ria</i> |
| 31-03-2024   | -       | -              | OFF        |
| April        |         |                |            |
| 01-04-2024   | 13:45   | 22:36          | <i>Ria</i> |
| 02-04-2024   | 13:43   | 22:25          | <i>Ria</i> |
| 03-04-2024   | 06:57   | 15:58          | <i>Ria</i> |
| 04-04-2024   | 13:32   | 22:17          | <i>Ria</i> |
| 05-04-2024   | 13:56   | 22:20          | <i>Ria</i> |



|            |         |         |               |
|------------|---------|---------|---------------|
| 06-04-2024 | 13 : 25 | 22 : 55 | Rw            |
| 07-04-2024 | -       | -       | OFF           |
| 08-04-2024 | 13 : 36 | 22 : 20 | Rw            |
| 09-04-2024 | -       | -       | off (lebaran) |
| 10-04-2024 | -       | -       | -             |
| 11-04-2024 | -       | -       | -             |
| 12-04-2024 | -       | -       | -             |
| 13-04-2024 | 06 : 36 | 15 : 42 | Rw            |
| 14-04-2024 | 06 : 47 | 16 : 53 | Rw            |
| 15-04-2024 | 06 : 52 | 18 : 17 | Rw            |
| 16-04-2024 | 06 : 40 | 17 : 36 | Rw            |
| 17-04-2024 | 06 : 57 | 16 : 25 | Rw            |
| 18-04-2024 | 06 : 45 | 15 : 36 | Rw            |
| 19-04-2024 | -       | -       | OFF           |
| 20-04-2024 | 06 : 36 | 15 : 36 | Rw            |
| 21-04-2024 | 06 : 45 | 16 : 32 | R             |
| 22-04-2024 | 06 : 52 | 15 : 42 | R             |
| 23-04-2024 | 06 : 45 | 15 : 32 | R             |
| 24-04-2024 | 06 : 30 | 15 : 56 | R             |
| 25-04-2024 | 06 : 40 | 15 : 50 | R             |
| 26-04-2024 | -       | -       | OFF           |
| 27-04-2024 | 06 : 28 | 15 : 52 | R             |
| 28-04-2024 | 06 : 40 | 15 : 52 | R             |
| 29-04-2024 | 06 : 30 | 15 : 52 | R             |
| 30-04-2024 | 06 : 45 | 15 : 57 | R             |
| May        |         |         |               |
| 01-05-2024 | 06 : 52 | 16 : 42 | R             |
| 02-05-2024 | 06 : 43 | 16 : 30 | R             |
| 03-05-2024 | -       | -       | OFF           |
| 04-05-2024 | 06 : 3  | 15 : 35 | Rw            |
| 05-05-2024 | 06 : 45 | 16 : 25 | Rw            |
| 06-05-2024 | 06 : 58 | 16 : 45 | Rw            |
| 07-05-2024 | 06 : 36 | 17 : 36 | Rw            |
| 08-05-2024 | 06 : 25 | 15 : 56 | Rw            |
| 09-05-2024 | 06 : 35 | 15 : 42 | Rw            |
| 10-05-2024 | -       | -       | OFF           |
| 11-05-2024 | 06 : 25 | 16 : 25 | Rw            |
| 12-05-2024 | 06 : 26 | 15 : 36 | Rw            |
| 13-05-2024 | 06 : 28 | 16 : 42 | R             |
| 14-05-2024 | 06 : 42 | 16 : 56 | R             |
| 15-05-2024 | 06 : 51 | 15 : 23 | R             |
| 16-05-2024 | 06 : 48 | 15 : 33 | R             |
| 17-05-2024 | 06 : 47 | 16 : 10 | Rw            |
| 18-05-2024 | 16 : 45 | 15 : 19 | Rw            |
| 19-05-2024 | 06 : 47 | 15 : 48 | Rw            |
| 20-05-2024 | -       | -       | OFF           |
| 21-05-2024 | 06 : 57 | 15 : 22 | Rw            |
| 22-05-2024 | 06 : 56 | 15 : 44 | Rw            |







|            |             |       |                |
|------------|-------------|-------|----------------|
| 23-05-2024 | 06:57       | 15:59 | Ria            |
| 24-05-2024 | 06:45       | 15:58 | Ria            |
| 25-05-2024 | 06:47       | 15:58 | Ria            |
| 26-05-2024 | 06:43       | 15:23 | Ria            |
| 27-05-2024 | -           | -     | OFF            |
| 28-05-2024 | 06:25       | 15:40 | Ria            |
| 29-05-2024 | 06:36       | 15:52 | Ria            |
| 30-05-2024 | 06:45       | 16:40 | Ria            |
| 31-05-2024 | 00:40       | 16:36 | Ria            |
| June       |             |       |                |
| 01-06-2024 | 06:22       | 15:53 | Ria            |
| 02-06-2024 | 06:47       | 15:42 | Ria            |
| 03-06-2024 | 06:53       | 15:25 | Ria            |
| 04-06-2024 | 11:50       | 20:13 | Ria            |
| 05-06-2024 | -           | -     | housekeeping   |
| 06-06-2024 | -           | -     | housekeeping   |
| 07-06-2024 | -           | -     | -              |
| 08-06-2024 | -           | -     | -              |
| 09-06-2024 | -           | -     | -              |
| 10-06-2024 | 06:56       | 15:52 | Ria            |
| 11-06-2024 | 06:36       | 16:36 | Ria            |
| 12-06-2024 | 06:52       | 15:33 | Ria            |
| 13-06-2024 | 06:45       | 17:25 | Ria            |
| 14-06-2024 | 06:35       | 17:42 | Ria            |
| 15-06-2024 | 06:45       | 15:06 | Ria            |
| 16-06-2024 | 06:36       | 16:45 | Ria            |
| 17-06-2024 | -           | -     | OFF (idu adha) |
| 18-06-2024 | -           | -     | OFF (idu adha) |
| 19-06-2024 | 06:55       | 16:25 | Ria            |
| 20-06-2024 | 06:33       | 15:36 | Ria            |
| 21-06-2024 | 06:25       | 18:36 | Ria            |
| 22-06-2024 | 06:56       | 15:42 | Ria            |
| 23-06-2024 | 06:32       | 15:41 | Ria            |
| 24-06-2024 | 06:42       | 15:45 | Ria            |
| 25-06-2024 | 13:52       | 22:20 | Ria            |
| 26-06-2024 | 06:52       | 16:32 | Ria            |
| 27-06-2024 |             |       |                |
| 28-06-2024 |             |       |                |
| 29-06-2024 | " selesai " |       |                |
| 30-06-2024 |             |       |                |
| 31-06-2024 |             |       |                |

  
 Ria



Name : Ria Ramadani

Department : Housekeeping


| Date       | Time In | Time Out | Sign  |
|------------|---------|----------|---|
| 05-06-2024 | 06:58   | 16:34    |  |
| 06-06-2024 | 06:36   | 16:25    |  |
| 07-06-2024 | 07:25   | 16:28    |  |
| 08-06-2024 | 07:35   | 18:36    |  |
| 09-06-2024 | 07:15   | 17:45    |  |
| 10-06-2024 | 07:20   | 16:52    |  |




## Appendix 6 Daily Activities Apprenticeship


DAY : MONDAY


DATE: FEBRUARY, 26<sup>TH</sup> 2024

| No | Deskription of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | <ul style="list-style-type: none"> <li>○ Interact with HRD,</li> <li>○ Get to know how to dress and some Sonaview rules</li> <li>○ Learning to work is guided by a senior waiter,</li> <li>○ Follow along with all staff employees while introducing yourself.</li> </ul> | Senior Waiter |  |
|    | Note  |               |   |


| No | Working   | Explanation  |
|----|---|--|
| 1  |  | A senior waiter manages restaurant operations, ensuring smooth service by welcoming guests, taking orders accurately, coordinating with kitchen staff, addressing inquiries, training junior staff, maintaining cleanliness, managing tables, and adhering to policies and safety standards. Their role is vital in maintaining service excellence and guest satisfaction. |

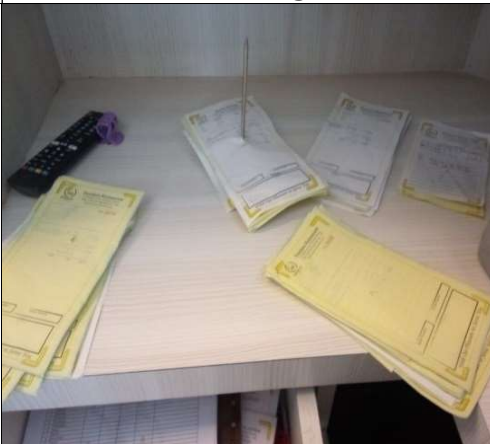
DAY: TUESDAY  
 DATE: FEBRUARY,27<sup>TH</sup> 2024

| No | Deskription of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1.Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2.Verify guest room assignments for accurate seating and service.<br>3.Double-check breakfast menu items to ensure completeness and accuracy.<br>4.Maintain and restock equipment and cutlery for seamless service.<br>5.Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7.Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8.Conclude breakfast service punctually by 10:00 AM.<br>9.Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. | Senior waiter |  |
|    | Note  |               |   |


| No | Working   | Explantion   |
|----|---|--|
|    |  | Hotel policies on mobile phone usage vary. While most allow personal phones, some restrict them in certain areas to prevent disruptions. Guests often use their own phones for cost savings, especially for international calls, as hotel rates can be higher. Checking hotel policies or asking staff at check-in is recommended for clarity. |


DAY: WEDNESDAY  
 DATE: FEBRUARY,28<sup>TH</sup> 2024

| No | Deskription of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. | Senior Waiter |  |
|    | Note  |               |   |

| No | Working   | Explanation  |
|----|---|--|
|    |  | <p>A Captain's Order paper in a hotel is typically a form or sheet used by restaurant or room service staff to record guest orders. It typically includes details such as the guest's name, room number, specifics of the food or drink order, time of the order, and sometimes additional information like dietary preferences or special requests. The Captain's Order paper facilitates clear communication between guests and hotel staff to ensure accurate and efficient order processing.</p> |


DAY: THURSDAY  
 DAY :FEBRUARY,29<sup>TH</sup> 2024

| No | Deskription of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. | Senior        |  |
|    | Note   |               |   |

| No | Working   | Explantion  |
|----|---|-------------|
| 1  |  | Check stock |


DAY: FRIDAY

DATE: MARCH, 1<sup>ST</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Cross check the items you want to sell or those that have been sold out.</li> <li>2. Double check the cutlery equipment and service</li> <li>3. Cleaning bar, indoor &amp; outdoor sky long area (sweeping, mopping the floor).</li> <li>4. Clean the entire table</li> <li>5. Cross table equipment (tissues, toothpicks, salt and paper, bid'ah).</li> <li>6. Handle events, ala carte/dinner reservations (if any).</li> <li>7. Check the cleanliness of ready-to-eat food.</li> <li>8. Check floors 2, 3, 5, 6.</li> <li>8. Clean dirty utensils and cutlery.</li> <li>9. Polish all equipment.</li> <li>10. Check for out-of-stock items to shop.</li> <li>11. set up buffet</li> </ol> | Senior Waiter |  |
|    | Note   |               |   |

| No | Working   | Explanation   |
|----|---|---|
| 1  |  | Set up paper and pencil for Room Meeting reservation. |


DAY: SATURDAY  
 DATE : MARCH,2<sup>ND</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
|    | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. | Senior        |  |
|    | Note   |               |   |

| No | Working   | Explanation                              |
|----|---|--|
| 1  |  | Reservation room meeting set round table |

Day: Monday


Date : March,4<sup>th</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation   |
|----|---|---|
| 1  |  | Stand by serving room meeting guests. (Handle Room Meeting) |




DAY: TUESDAY  
 DATE : MARCH,5<sup>TH</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room.<br>3. Cross check the breakfast menu.<br>4. Cross-check equipment and service cutting tools.<br>5. Clean dirty equipment/cutting tools on the table.<br>6. Clean the entire table.<br>7. Check the table accessories (tissue, toothpick,salt and paper, heresy).<br>8. Close breakfast at 10.00.<br>9. Make a welcome drink.<br>10. Check item purchase requests and shop requests. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation  |
|----|---|--|
| 1  |  | Carry out room service take orders and explain the menu to guest |


DAY: WEDNESDAY


DATE : MARCH,6<sup>TH</sup>2024

| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
| Note |  |               |   |


| No | Working   | Explanation               |
|----|---|---------------------------|
|    |  | Set up lunch reservation. |

DAY : THURSDAY  
 DATE : MARCH, 7<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |


| No | Working   | Explanation         |
|----|---|---------------------|
|    |  | Check Flour 2,3,5,6 |

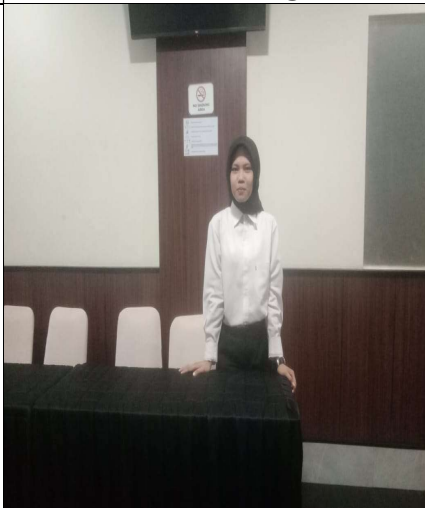
DAY : FRIDAY  
 DATE : MARCH,8<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |


| No | Working   | Explanation         |
|----|---|---------------------|
| 1  |  | Handle Room Meeting |


DAY : SATURDAY  
 DATE : MARCH,9<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |


| No | Working   | Explanation           |
|----|---|-----------------------|
| 1  |  | Stand by Room Meeting |


DAY : MONDAY  
 DATE : MARCH,11<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. 2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note   |               |   |


| No | Working   | Explanation   |
|----|---|---|
| 1  |  | The U-Shape meeting table set at skylong is equipped with a coffee break package. |


DAY : TUESDAY  
 DATE : MARCH,12<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1.Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2.Verify guest room assignments for accurate seating and service.<br>3.Double-check breakfast menu items to ensure completeness and accuracy.<br>4.Maintain and restock equipment and cutlery for seamless service.<br>5.Clean and sanitize used equipment and cutlery promptly.<br>6.Ensure tables are clean and presentable throughout breakfast service.<br>7.Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8.Conclude breakfast service punctually by 10:00 AM.<br>9.Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note by hotel coach  |               |   |

| No | Working   | Explanation      |
|----|---|------------------|
|    |  | Handle Breakfast |


DAY: WEDNESDAY  
 DATE : MARCH,13<sup>TH</sup> 2024

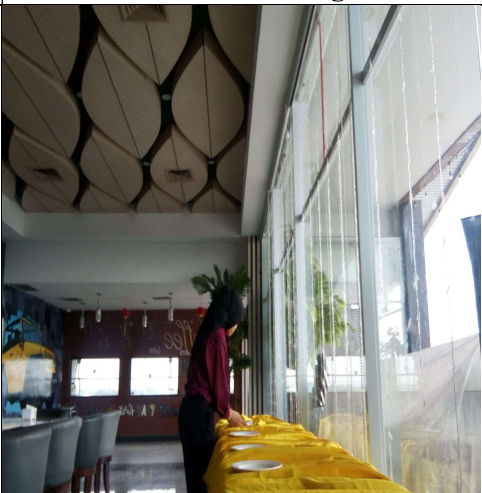
| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. | Senior waiter |  |
|    | Note  |               |   |

| No | Working   | Explanation       |
|----|---|-------------------|
| 1  |  | Prepare Rice Book |





DAY : THURSDAY  
 DATE : MARCH,14<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Cross check the items you want to sell or those that have been sold out.<br>2. Double check the cutlery equipment and service<br>3. Cleaning bar, indoor & outdoor skylong area(sweeping, mopping the floor).<br>4. Clean the entire table<br>5. Cross table equipment (tissues, toothpicks, salt and paper, bid'ah).<br>6. Handle events, ala carte/dinner reservations (if any).<br>7. Check the cleanliness of ready-to-eat food.<br>8. Check floors 2, 3, 5, 6.<br>8. Clean dirty utensils and cutlery.<br>9. Polish all equipment.<br>10. Check for out-of-stock items to shop.<br>11. set up buffet |               |  |
|    | Note   |               |   |


| No | Working   | Explanation                      |
|----|---|----------------------------------|
| 1  |  | Set lunch and Handle reservation |

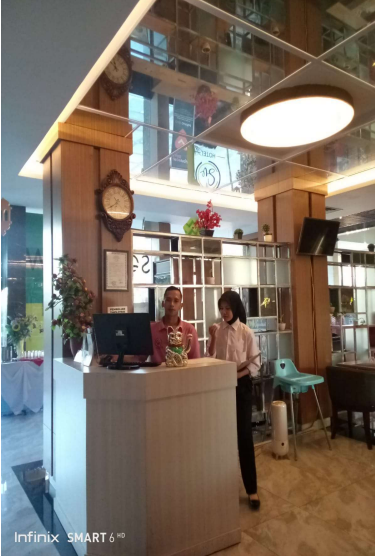
DAY : FRIDAY  
 DATE : MARCH,15<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Cross check the items you want to sell or those that have been sold out.<br>2. Double check the cutlery equipment and service<br>3. Cleaning bar, indoor & outdoor skylong area (sweeping, mopping the floor).<br>4. Clean the entire table<br>5. Cross table equipment (tissues, toothpicks, salt and paper, bid'ah).<br>6. Handle events, ala carte/dinner reservations (if any).<br>7. Check the cleanliness of ready-to-eat food.<br>8. Check floors 2, 3, 5, 6.<br>8. Clean dirty utensils and cutlery.<br>9. Polish all equipment.<br>10. Check for out-of-stock items to shop.<br>11. set up buffet |               |  |
|    | Note  |               |   |


| No | Working  | Explanation                             |
|----|--|---|
| 1  |  | Set Classroom room meeting reservation. |


DAY : SATURDAY  
 DATE : MARCH,16<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Cross check the items you want to sell or those that have been sold out.<br>2. Double check the cutlery equipment and service<br>3. Cleaning bar, indoor & outdoor skylong area (sweeping, mopping the floor).<br>4. Clean the entire table<br>5. Cross table equipment (tissues, toothpicks, salt and paper, bid'ah).<br>6. Handle events, ala carte/dinner reservations (if any).<br>7. Check the cleanliness of ready-to-eat food.<br>8. Check floors 2, 3, 5, 6.<br>8. Clean dirty utensils and cutlery.<br>9. Polish all equipment.<br>10. Check for out-of-stock items to shop.<br>11. set up buffet | SENIOR WAITER |  |
|    | Note  |               |   |


| No | Working   | Explanation                        |
|----|---|------------------------------------|
| 1  |  | Handle breakfast & serving guests. |


DAY: MONDAY  
 DATE : MARCH,18<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room.3.Cross check the breakfast menu.<br>3. Cross-check equipment and service cutting tools.<br>4. Clean dirty equipment/cutting tools on the table.<br>5. Clean the entire table.<br>6. Check the table accessories (tissue, toothpick, salt and paper, heresy). |               |  |
|    | Note  |               |   |


| No | Working  | Explanation                             |
|----|--|---|
| 1  |  | Set Round Table reservation at skylong. |


DAY: TUESDAY  
 DATE : MARCH,19<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. 10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note  |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  | CO          |


DAY : WEDNESDAY  
 DATE : MARCH,20<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. 10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note by hotel coach   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: THURSDAY  
 DATE : MARCH, 21<sup>ST</sup>2024


| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Manage breakfast service at Sundara, ensuring timely and efficient operations.</li> <li>2. Verify guest room assignments for accurate seating and service.</li> <li>3. Double-check breakfast menu items to ensure completeness and accuracy.</li> <li>4. Maintain and restock equipment and cutlery for seamless service.</li> <li>5. Clean and sanitize used equipment and cutlery promptly.</li> <li>6. Ensure tables are clean and presentable throughout breakfast service.</li> <li>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.</li> <li>8. Conclude breakfast service punctually by 10:00 AM.</li> <li>9. Prepare and serve welcome drinks to enhance guest experience.</li> <li>10. Assist in organizing meeting rooms and handling event logistics as required.</li> </ol> |               |  |
|    | Note  |               |   |

| No | Working   | Explanation  |
|----|---|--|
| 1  |  | Handling breakfast in a hotel is a complex process involving many departments and staff. The goal is to provide a delicious, nutritious and satisfying breakfast to all hotel guests in an efficient and effective manner. |

DAY: FRIDAY

DATE : MARCH,22<sup>TH</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |


| No | Working   | Explanation   |
|----|---|---|
|    |  | Taking orders is the process where a server or cashier receives requests from customers to purchase or order specific products or services, typically in the context of restaurants, cafes, or retail stores. |



DAY: SATURDAY


DATE : MARCH,23<sup>th</sup> 2024


| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
|    | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. <input type="checkbox"/> Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note  |               |   |

| No | Working   | Explanation  |
|----|---|--|
| 1  |  | Setting up a lunch reservation involves the process of arranging a table or seating for a specific number of guests at a restaurant or similar establishment during lunch hours. |


DAY: MONDAY


DATE : MARCH,25<sup>TH</sup> 2024

| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> | SENIOR WAITER |  |
| Note |  |               |   |


| No | Working   | Explanation  |
|----|---|--|
| 1  |  | Reserving a round table for an event at a hotel involves the process of arranging a round table setup in a hotel event space to accommodate a specific number of guests. |


DAY: TUESDAY  
 DATE : MARCH,26<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |


| No | Working   | Explanation  |
|----|---|--|
| 1  |  | <p>A VIP set lunch at a hotel typically involves a curated dining experience designed to cater to the needs and preferences of distinguished guests.</p> <p>a VIP set lunch at a hotel aims to provide an exceptional dining experience characterized by luxury, personalized service, and exquisite culinary offerings, tailored to meet the expectations of esteemed guests.</p> |


DAY : WEDNESDAY  
 DATE : MARCH,27<sup>TH</sup> 2024

| No | Description of adjective   | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation   |
|----|---|---|
| 1  |  | A classroom set meeting in a hotel involves arranging a meeting room setup similar to a traditional classroom setting, with tables and chairs arranged in rows. |


DAY: THURSDAY  
 DATE : MARCH,28<sup>TH</sup> 2024


| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note  |               |   |

| No | Working   | Explanation      |
|----|---|------------------|
| 1  |  | Prepare skylong. |


DAY: FRIDAY

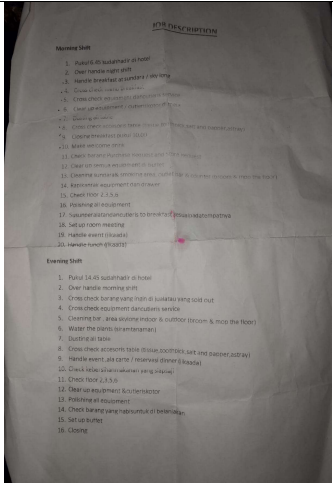
DATE : MARCH,29<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Manage breakfast service at Sundara, ensuring timely and efficient operations.</li> <li>2. Verify guest room assignments for accurate seating and service.</li> <li>3. Double-check breakfast menu items to ensure completeness and accuracy.</li> <li>4. Maintain and restock equipment and cutlery for seamless service.</li> <li>5. Clean and sanitize used equipment and cutlery promptly.</li> <li>6. Ensure tables are clean and presentable throughout breakfast service.</li> <li>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.</li> <li>8. Conclude breakfast service punctually by 10:00 AM.</li> <li>9. Prepare and serve welcome drinks to enhance guest experience.</li> <li>10. Assist in organizing meeting rooms and handling event logistics as required.</li> </ol> |               |  |
|    | Note  |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  | Set lunch   |


DAY: SUNDAY  
 DATE : MARCH,30<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note  |               |   |

| No | Working   | Explanation     |
|----|---|-----------------|
| 1  |  | Job description |

DAY: MONDAY


DATE : APRIL,01<sup>ST</sup> 2024


| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. | SENIOR WAITER |  |
|    | Note  |               |   |

| No | Working   | Explanation  |
|----|---|--|
| 1  |  | Delivery of orders to guests in a hotel restaurant involves the process of bringing food and beverages that guests have ordered directly to their table or seating area. |




DAY: TUESDAY  
 DATE : APRIL,02<sup>ND</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room.<br>3. Cross check the breakfast menu.<br>4. Cross-check equipment and service cutting tools.<br>5. Clean dirty equipment/cutting tools on the table.<br>6. Clean the entire table.<br>7. Check the table accessories (tissue, toothpick,salt and paper, heresy).<br>8. Close breakfast at 10.00.<br>9. Make a welcome drink.<br>10. Check item purchase requests and shop requests.<br>11. Clean all equipment in the buttet.<br>12. Clean sundara & smoking area, bar & counter outlets (sweep & mop the floor).<br>13. Tidy up the shelves and drawers.<br>14. Check floors 2,3,5,6.<br>15. Polish all equipment.<br>16. Arrange the utensils and cutlery for breakfast intheir proper place.<br>17. Arrangement of meeting rooms (if there is areservation)<br>18. Handle events (if any) & Handle lunch (if any). |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  | Set Lunch   |

DAY: WEDNESDAY


DATE : APRIL,03<sup>RD</sup> 2024


| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note  |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  | Set Lunch   |


DAY: THURSDAY

DATE : APRIL,04<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1. | <ol style="list-style-type: none"> <li>1. Handle breakfast at Sundara.</li> <li>2. Ask the guest from which room.</li> <li>3. Cross check the breakfast menu.</li> <li>4. Cross-check equipment and service cutting tools.</li> <li>5. Clean dirty equipment/cutting tools on the table.</li> <li>6. Clean the entire table.</li> <li>7. Check the table accessories (tissue, toothpick,salt and paper, heresy).</li> <li>8. Close breakfast at 10.00.</li> </ol> |               |  |
|    | Note  |               |   |


| No | Working   | Explanation   |
|----|---|---|
| 1  |  | In hotels, "polishing" refers to maintaining cleanliness and enhancing the appearance of rooms and public areas. It involves cleaning, wiping, and shining surfaces like tables, floors, glass, and furniture to ensure they look neat and appealing to guests. Regular polishing helps hotels uphold high standards and ensure a pleasant stay for guests. |


DAY: FRIDAY  
 DATE : APRIL,05<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room.<br>3. Cross check the breakfast menu.<br>4. Cross-check equipment and service cutting tools.<br>3. Clean dirty equipment/cutting tools on the table.<br>4. Clean the entire table.<br>5. Check the table accessories (tissue, toothpick, salt and paper, heresy).<br>6. Close breakfast at 10.00.9. Make a welcome drink. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation   |
|----|---|---|
|    |  | <p>A briefing is a concise communication session typically conducted before an activity or event begins. Its purpose is to provide essential information, instructions, or guidance to all participants or team members involved.</p> |


DAY: SATURDAY  
 DATE : APRIL,06<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 7. Handle breakfast at Sundara.<br>8. Ask the guest from which room.<br>3. Cross check the breakfast menu.<br>4. Cross-check equipment and service cutting tools.<br>9. Clean dirty equipment/cutting tools on the table.<br>10. Clean the entire table.<br>11. Check the table accessories (tissue, toothpick, salt and paper, heresy).<br>12. Close breakfast at 10.00.9. Make a welcome drink. |               |  |
|    | Note  |               |   |

| No | Working   | Explanation   |
|----|---|---|
|    |  | Answering the phone in a restaurant is a crucial aspect of providing efficient and friendly customer service. |


DAY: MONDAY


DATE : APRIL,08<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Manage breakfast service at Sundara, ensuring timely and efficient operations.</li> <li>2. Verify guest room assignments for accurate seating and service.</li> <li>3. Double-check breakfast menu items to ensure completeness and accuracy.</li> <li>4. Maintain and restock equipment and cutlery for seamless service.</li> <li>5. Clean and sanitize used equipment and cutlery promptly.</li> <li>6. Ensure tables are clean and presentable throughout breakfast service.</li> <li>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.</li> <li>8. Conclude breakfast service punctually by 10:00 AM.</li> <li>9. Prepare and serve welcome drinks to enhance guest experience.</li> <li>10. Assist in organizing meeting rooms and handling event logistics as required.</li> </ol> |               |  |
|    | Note  |               |   |


| No | Working   | Explanation   |
|----|---|---|
| 1  |  | Attend fasting together with directors, managers, HRD and food & beverage staff |


DAY: SATURDAY  
 DATE : APRIL,13<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note  |               |   |

| No | Working   | Explanation         |
|----|---|---------------------|
| 1  |  | Handle Room Metting |


DAY : SUNDAY  
 DATE : APRIL,14<sup>TH</sup> 2024

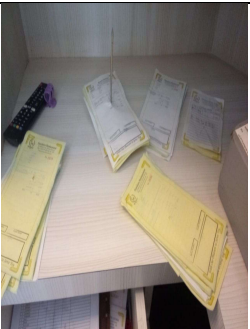
| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 11. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>12. Verify guest room assignments for accurate seating and service.<br>13. Double-check breakfast menu items to ensure completeness and accuracy.<br>14. Maintain and restock equipment and cutlery for seamless service.<br>15. Clean and sanitize used equipment and cutlery promptly.<br>16. Ensure tables are clean and presentable throughout breakfast service.<br>17. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>18. Conclude breakfast service punctually by 10:00 AM.<br>19. Prepare and serve welcome drinks to enhance guest experience.<br>20. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |




DAY: MONDAY  
 DATE : APRIL,15<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Cross check the items you want to sell or those that have been sold out.<br>2. Double check the cutlery equipment and service<br>3. Cleaning bar, indoor & outdoor sky long area (sweeping, mopping the floor).<br>4. Clean the entire table<br>5. Cross table equipment (tissues, toothpicks, salt and paper, bid'ah).<br>6. Handle events, ala carte/dinner reservations (if any).<br>7. Check the cleanliness of ready-to-eat food.<br>8. Check floors 2, 3, 5, 6.<br>9. Clean dirty utensils and cutlery. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: TUESDAY  
 DATE : APRIL,16<sup>TH</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Cross check the items you want to sell or those that have been sold out.<br>2. Double check the cutlery equipment and service<br>3. Cleaning bar, indoor & outdoor skylong area (sweeping, mopping the floor).<br>4. Clean the entire table<br>5. Cross table equipment (tissues, toothpicks, salt and paper, bid'ah).<br>6. Handle events, ala carte/dinner reservations (if any).<br>7. Check the cleanliness of ready-to-eat food.<br>8. Check floors 2, 3, 5, 6.<br>9. Clean dirty utensils and cutlery.<br>10. Polish all equipment.<br>11. Check for out-of-stock items to shop.<br>12. set up buffet |               |  |
|    | Note   |               |   |

| No | Working   | Explanation         |
|----|---|---------------------|
| 1  |  | Set up Room meeting |


DAY: WEDNESDAY

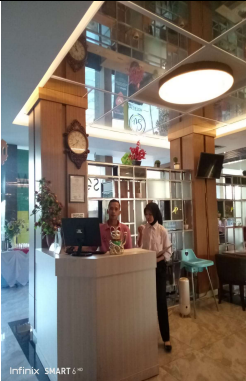
DATE : APRIL,17<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Cross check the items you want to sell or those that have been sold out.<br>2. Double check the cutlery equipment and service<br>3. Cleaning bar, indoor & outdoor skylong area (sweeping, mopping the floor).<br>4. Clean the entire table<br>5. Cross table equipment (tissues, toothpicks, salt and paper, bid'ah).<br>6. Handle events, ala carte/dinner reservations (if any).<br>7. Check the cleanliness of ready-to-eat food.<br>8. Check floors 2, 3, 5, 6.<br>8. Clean dirty utensils and cutlery.<br>9. Polish all equipment.<br>10. Check for out-of-stock items to shop.<br>11. set up buffet |               |  |
|    | Note  |               |   |


| No | Working   | Explanation                   |
|----|---|-------------------------------|
| 1  |  | Handle Reservation at skylong |


DAY: THURSDAY  
 DATE : APRIL,18<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room. & Cross check the breakfast menu.<br>3. Cross-check equipment and service cuttingtools.<br>4. Clean dirty equipment/cutting tools on thetable.<br>5. Clean the entire table.<br>6. Check the table accessories (tissue, toothpick,salt and paper, heresy).<br>7. Close breakfast at 10.00. & Make a welcome drink.<br>8. Check item purchase requests and shop requests.<br>9. Clean all equipment in the buttet.<br>10. Clean sundara & smoking area, bar & counteroutlets (sweep & mop the floor).<br>11. Tidy up the shelves and drawers.<br>14.Check floors 2,3,5,6.<br>12. Polish all equipment.<br>13. Arrange the utensils and cutlery for breakfastin their proper place.<br>14. Arrangement of meeting rooms (if there is areservation)<br>15. Handle events (if any). & Handle lunch (if any). |               |  |
|    | Note  |               |   |

| No | Working   | Explanation      |
|----|---|------------------|
| 1  |  | Handle Breakfast |


DAY: SATURDAY  
 DATE : APRIL, 20<sup>TH</sup> 2024


| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Manage breakfast service at Sundara, ensuring timely and efficient operations.</li> <li>2. Verify guest room assignments for accurate seating and service.</li> <li>3. Double-check breakfast menu items to ensure completeness and accuracy.</li> <li>4. Maintain and restock equipment and cutlery for seamless service.</li> <li>5. Clean and sanitize used equipment and cutlery promptly.</li> <li>6. Ensure tables are clean and presentable throughout breakfast service.</li> <li>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.</li> <li>8. Conclude breakfast service punctually by 10:00 AM.</li> <li>9. Prepare and serve welcome drinks to enhance guest experience.</li> <li>10. Assist in organizing meeting rooms and handling event logistics as required.</li> </ol> | FB Manager    |  |
|    | Note  |               |   |

| No | Working   | Explanation  |
|----|---|--|
| 1  |  | Preparing rice boxes and cake boxes for events before the event day is one of the collaborative efforts so that the event runs smoothly, and makes customers feel happy and think well of the company. |


DAY: SUNDAY

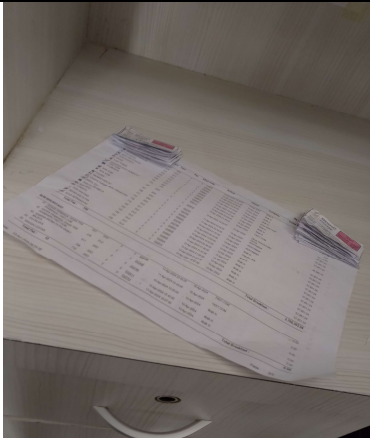
DATE : APRIL,21<sup>th</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room. & Cross check the breakfast menu.<br>3. Cross-check equipment and service cutting tools.<br>4. Clean dirty equipment/cutting tools on the table.<br>5. Clean the entire table.<br>6. Check the table accessories (tissue, toothpick, salt and paper, heresy).<br>7. Close breakfast at 10.00. & Make a welcome drink.<br>8. Check item purchase requests and shop requests.<br>9. Clean all equipment in the buttet.<br>10. Clean sundara & smoking area, bar & counteroutlets (sweep & mop the floor).<br>11. Tidy up the shelves and drawers. 14. Check floors 2,3,5,6.<br>12. Polish all equipment.<br>13. Arrange the utensils and cutlery for breakfast in their proper place.<br>14. Arrangement of meeting rooms (if there is a reservation)<br>15. Handle events (if any). & Handle lunch (if any). | FBM           |  |
|    | Note   |               |   |


| No | Working   | Explanation  |
|----|---|--------------|
| 1  |  | Set Rice Box |

DAY: MONDAY  
 DATE : APRIL,22<sup>th</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room. & Cross check the breakfast menu.<br>3. Cross-check equipment and service cutting tools.<br>4. Clean dirty equipment/cutting tools on the table.<br>5. Clean the entire table.<br>6. Check the table accessories (tissue, toothpick, salt and paper, heresy).<br>7. Close breakfast at 10.00. & Make a welcome drink.<br>8. Check item purchase requests and shop requests.<br>9. Clean all equipment in the buffet.<br>10. Clean sundara & smoking area, bar & counter outlets (sweep & mop the floor).<br>11. Tidy up the shelves and drawers. & Check floors 2,3,5,6.<br>12. Polish all equipment.<br>13. Arrange the utensils and cutlery for breakfast in their proper place.<br>14. Arrangement of meeting rooms (if there is a reservation)<br>15. Handle events (if any). & Handle lunch (if any). |               |  |
|    | Note by hotel coach   |               |   |

| No | Working   | Explanation          |
|----|---|----------------------|
| 1  |  | List quest breakfast |

DAY: TUESDAY  
 DATE : APRIL,23<sup>RD</sup> 2024


| No   | Description of activities   | Task assignor | Signature   |
|------|---|---------------|---|
| 1    | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
| Note |   |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  | Briefing    |



DAY: WEDNESDAY


DATE : APRIL,24<sup>TH</sup> 2024


| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Handle breakfast at Sundara.</li> <li>2. Ask the guest from which room.&amp;Cross check the breakfast menu.</li> <li>3. Cross-check equipment and service cuttingtools.</li> <li>4. Clean dirty equipment/cutting tools on the table.</li> <li>5. Clean the entire table.</li> <li>6. Check the table accessories (tissue, toothpick,salt and paper, heresy).</li> <li>7. Close breakfast at 10.00. &amp;Make a welcome drink.</li> <li>8. Check item purchase requests and shop requests.</li> <li>9. Clean all equipment in the buttet.</li> <li>10. Clean sundara &amp; smoking area, bar &amp; counteroutlets (sweep &amp; mop the floor).</li> <li>11. Tidy up the shelves and drawers.&amp;Check floors 2,3,5,6.</li> <li>12. Polish all equipment.</li> <li>13. Arrange the utensils and cutlery for breakfastin their proper place.</li> <li>14. Arrangement of meeting rooms (if there is areservation)</li> <li>15. Handle events (if any).&amp;Handle lunch (if any).</li> </ol> |               |  |
|    | Note  |               |   |

| No | Working   | Explanation  |
|----|---|--|
| 1  |  | Check floor, this is done every day checking from floors 2, 3, 5, 6 to clear up dirty dishes from guest rooms, usually these plates are placed in front of the door. |


DAY : THUSDAY

DATE : APRIL,25<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Handle breakfast at Sundara.</li> <li>2. Ask the guest from which room.</li> <li>3. Cross check the breakfast menu.</li> <li>4. Cross-check equipment and service cuttingtools.</li> <li>5. Clean dirty equipment/cutting tools on the table.</li> <li>6. Clean the entire table.</li> <li>7. Check the table accessories (tissue, toothpick, salt and paper, heresy).</li> <li>8. Close breakfast at 10.00.</li> <li>9. Make a welcome drink.</li> <li>10. Check item purchase requests and shoprequests.</li> <li>11. Clean all equipment in the buttet.</li> <li>12. Clean sundara &amp; smoking area, bar &amp; counter outlets (sweep &amp; mop the floor).</li> <li>13. Tidy up the shelves and drawers.</li> </ol> |               |  |
|    | Note  |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: SATURDAY  
 DATE : APRIL,27<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room.<br>3. Cross check the breakfast menu.<br>4. Cross-check equipment and service cutting tools.<br>5. Clean dirty equipment/cutting tools on the table.<br>6. Clean the entire table.<br>7. Check the table accessories (tissue, toothpick, salt and paper, heresy).<br>8. Close breakfast at 10.00.<br>9. Make a welcome drink.<br>10. Check item purchase requests and shop requests.<br>11. Clean all equipment in the buffet.<br>12. Clean sundara & smoking area, bar & counter outlets (sweep & mop the floor). |               |  |
|    | Note  |               |   |


| No | Working   | Explanation  |
|----|---|--|
| 1  |  | <p>Welcoming guests for breakfast at a hotel restaurant involve creating a warm and welcoming environment to enhance their dining experience. Providing a positive and memorable breakfast experience involves attention to detail, personal service, and good communication to ensure guests' needs are well met.</p> |

DAY: SUNDAY  
 DATE : APRIL,28<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room.<br>3. Cross check the breakfast menu.<br>4. Cross-check equipment and service cuttingtools.<br>5. Clean dirty equipment/cutting tools on the table.<br>6. Clean the entire table.<br>7. Check the table accessories (tissue, toothpick,salt and paper, heresy).<br>8. Close breakfast at 10.00.<br>9. Make a welcome drink.<br>10. Check item purchase requests and shoprequests.<br>11. Clean all equipment in the buttet.<br>12. Clean sundara & smoking area, bar & counter outlets (sweep & mop the floor).<br>13. Tidy up the shelves and drawers.<br>14. .Check floors 2,3,5,6.<br>15. Polish all equipment. |               |  |
|    | Note  |               |   |


| No | Working   | Explanation      |
|----|---|------------------|
| 1  |  | Set room meeting |


DAY: MONDAY  
 DATE : APRIL,29<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room.<br>3. Cross check the breakfast menu.<br>4. Cross-check equipment and service cutting tools.<br>5. Clean dirty equipment/cutting tools on the table.<br>6. Clean the entire table.<br>7. Check the table accessories (tissue, toothpick,salt and paper, heresy).<br>8. Close breakfast at 10.00.<br>9. Make a welcome drink.<br>10. Check item purchase requests and shoprequests.<br>11. Clean all equipment in the buttet.<br>12. Clean sundara & smoking area, bar & counter outlets (sweep & mop the floor).<br>13. Tidy up the shelves and drawers.<br>14. Check floors 2,3,5,6.<br>14. Polish all equipment.<br>15. Arrange the utensils and cutlery for breakfast in their proper place.<br>16. Arrangement of meeting rooms (if there is a reservation)<br>17. Handle events (if any). |               |  |
|    | Note  |               |   |


| No | Working   | Explanation         |
|----|---|---------------------|
| 1  |  | Handle Room Meeting |

DAY: TUESDAY  
 DATE : APRIL,30<sup>TH</sup> 2024

| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room.<br>3. Cross check the breakfast menu.<br>4. Cross-check equipment and service cutting tools.<br>5. Clean dirty equipment/cutting tools on the table.<br>6. Clean the entire table.<br>7. Check the table accessories (tissue, toothpick,salt and paper, heresy).<br>8. Close breakfast at 10.00.<br>9. Make a welcome drink.<br>10. Check item purchase requests and shoprequests.<br>11. Clean all equipment in the buttet.<br>12. Clean sundara & smoking area, bar & counteroutlets (sweep & mop the floor).<br>13. Tidy up the shelves and drawers. |               |  |
| Note |  |               |   |

| No | Working   | Explanation      |
|----|---|------------------|
|    |  | Handle Breakfast |


DAY : WEDNESDAY  
 DATE : MAY,1<sup>st</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Handle breakfast at Sundara.<br>2. Ask the guest from which room.<br>3. Cross check the breakfast menu.<br>4. Cross-check equipment and service cutting tools.<br>5. Clean dirty equipment/cutting tools on the table.<br>6. Clean the entire table.<br>7. Check the table accessories (tissue, toothpick,salt and paper, heresy).<br>8. Close breakfast at 10.00.<br>9. Make a welcome drink.<br>10. Check item purchase requests and shoprequests.<br>11. Clean all equipment in the buttet.<br>12. Clean sundara & smoking area, bar & counteroutlets (sweep & mop the floor).<br>13. Tidy up the shelves and drawers. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
|    |  | Briefing    |

DAY: THURSDAY


DATE : MEI,2<sup>ND</sup> 2024


| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 11. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>12. Verify guest room assignments for accurate seating and service.<br>13. Double-check breakfast menu items to ensure completeness and accuracy.<br>14. Maintain and restock equipment and cutlery for seamless service.<br>15. Clean and sanitize used equipment and cutlery promptly.<br>16. Ensure tables are clean and presentable throughout breakfast service.<br>17. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>18. Conclude breakfast service punctually by 10:00 AM.<br>19. Prepare and serve welcome drinks to enhance guest experience.<br>4. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note  |               |   |

| No | Working   | Explanation      |
|----|---|------------------|
| 1  |  | Handle Breakfast |





DAY: SATURDAY  
 DATE : MEI,4<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note  |               |   |

| No | Working   | Explanation        |
|----|---|--------------------|
| 1  |  | Handle Reservation |


DAY: SUNDAY  
 DATE : MEI,5<sup>TH</sup> 2024


| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Manage breakfast service at Sundara, ensuring timely and efficient operations.<br>2. Verify guest room assignments for accurate seating and service.<br>3. Double-check breakfast menu items to ensure completeness and accuracy.<br>4. Maintain and restock equipment and cutlery for seamless service.<br>5. Clean and sanitize used equipment and cutlery promptly.<br>6. Ensure tables are clean and presentable throughout breakfast service.<br>7. Monitor and replenish table accessories such as tissues, toothpicks, salt, and pepper.<br>8. Conclude breakfast service punctually by 10:00 AM.<br>9. Prepare and serve welcome drinks to enhance guest experience.<br>10. Assist in organizing meeting rooms and handling event logistics as required. |               |  |
|    | Note by hotel coach   |               |   |

| No | Working   | Explanation      |
|----|---|------------------|
| 1  |  | Prepare Rice box |


DAY: MONDAY


DATE : MEI,6<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: TUESDAY  
 DATE : MEI,7<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation                             |
|----|---|---|
|    |  | Set and handle Lunch event room meeting |


DAY: WEDNESDAY  
 DATE : MEI,8<sup>TH</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  | Make Bill   |


DAY: THURSDAY

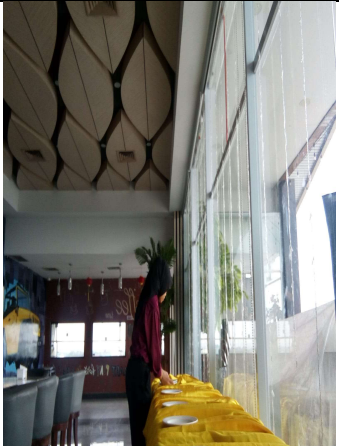
DATE : MEI,9<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: SATURDAY  
 DATE : MEI,11<sup>TH</sup> 2024

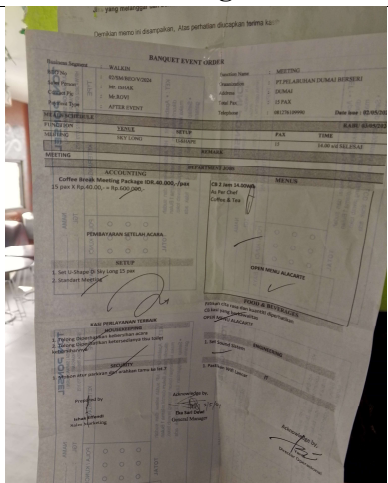
| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |

DAY: SUNDAY

DATE : MEI,12<sup>TH</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |


| No | Working   | Explanation   |
|----|---|---|
| 1  |  | <p>Example of banquet event order reservation paper</p> |




DAY: MONDAY


DATE : MEI,13<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation              |
|----|---|--------------------------|
| 1  |  | Prepare Box for an event |


DAY: TUESDAY  
 DATE : MEI,14<sup>TH</sup> 2024

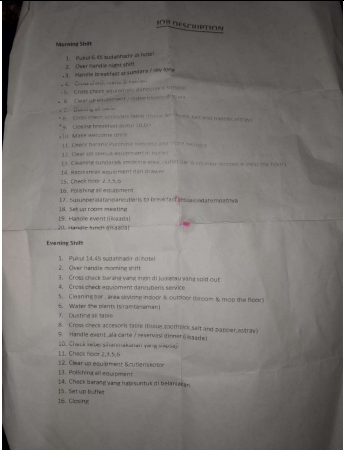
| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation  |
|----|---|--|
| 1  |  | Room service enables hotel guests to order meals and beverages directly to their rooms for convenience and privacy. Orders are placed via phone or app from a dedicated menu, available throughout the day for breakfast, lunch, and dinner. Prompt delivery ensures food quality, though additional charges may apply. This service enhances the hotel stay by offering dining options in-room. |

DAY: WEDNESDAY

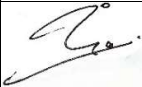
DATE : MEI,15<sup>TH</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: THURSDAY

DATE : MEI,16<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |

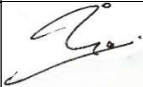
DAY : FRIDAY  
 DATE : MEI,17<sup>TH</sup> 2024

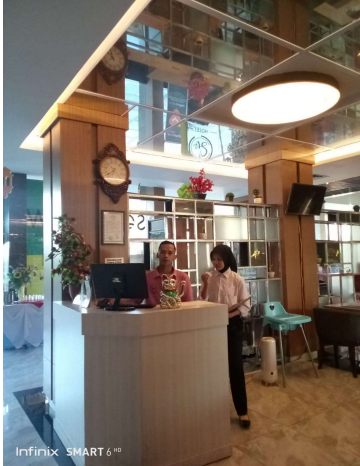
| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation   |
|----|---|---|
| 1  |  | Welcoming guests at a hotel restaurant involves greeting them warmly upon arrival, assisting with seating preferences, presenting menus clearly, recommending dishes, and ensuring attentive service throughout their meal. Staff aim to make guests feel valued and provide a pleasant dining experience from start to finish, concluding with gratitude for their visit and offering assistance as they depart. |


DAY: SATURDAY


DATE : MEI,18<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY : SUNDAY  
 DATE : MEI,19<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation  |
|----|---|--|
| 1  |  | Preparing ala carte for waitstaff involves taking individual orders from guests, communicating them accurately to the kitchen, ensuring prompt delivery of dishes to tables with attention to presentation, and addressing any additional requests promptly to ensure a seamless dining experience focused on customer satisfaction. |


DAY : TUESDAY  
 DATE : MEI,21<sup>ST</sup> 2024

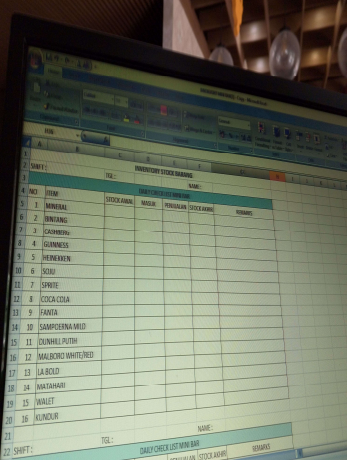
| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note  |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  | skylong     |




DAY: TUESDAY  
 DATE : MEI,22<sup>TH</sup> 2024

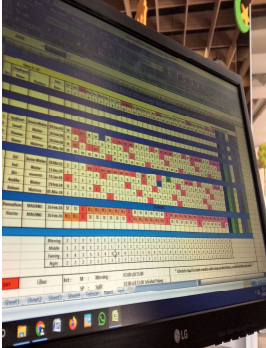
| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: THURSDAY

DATE : MEI,23<sup>RD</sup> 2024

| No | Description of activities  | Task assignor | signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  | Schedule    |

DAY: SATURDAY  
 DATE : MEI,25<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation          |
|----|---|----------------------|
| 1  |  | Room Meeting Cendana |


DAY : SUNDAY  
 DATE : MEI,26<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |

DAY: TUESDAY


DATE : MEI,28<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation  |
|----|---|--------------|
| 1  |  | Handle event |

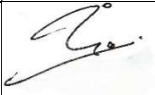
DAY: WEDNESDAY


DATE : MEI,29<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |



| No | Working   | Explanation |
|----|---|-------------|
|    |  |             |

DAY: THURSDAY  
 DATE : MEI,30<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |

Day: Friday  
 Date : Mei,31<sup>th</sup> 2024


| No   | Description of activities  | Task assignor         | Signature   |
|------|--|-----------------------|---|
| 1    | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |                       |  |
| Note |  |                       |   |
| No   | Working  | Explanation           |   |
| 1    |   | Set Classroom meeting |   |




DAY: SATURDAY  
 DATE : JUNE,1<sup>ST</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |

|      |  |  |  |
|------|--|--|--|
| Note |  |  |  |
|------|--|--|--|



| No | Working   | Explanation   |
|----|---|---|
| 1  |  | <p>The appearance of a restaurant is vital for creating a positive impression and enjoyable dining experience. It includes interior design, cleanliness, service quality, food presentation, ambiance, and attention to details like pleasant aromas and restroom cleanliness—all contributing to a memorable visit for guests.</p> |

DAY: SUNDAY  
 DATE : JUNE,2<sup>ND</sup> 2024

| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
| Note |  |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: MONDAY  
 DATE : JUNE,3<sup>RD</sup> 2024

| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>9. Set up meeting rooms and handle events or lunch service as required. |               |  |
| Note |  |               |   |
| No   | Working  | Explanation   |   |
| 1    |    |               |   |

DAY: TUESDAY

DATE : JUNE,4<sup>TH</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note by hotel coach  |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: WEDNESDAY


DATE : JUNE,5<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature |
|----|---|---------------|-----------|
| 1  | 1. Rolling Into Housekeeping<br>2. learn to recognize the names of items<br>3. study room set (equipment)<br>4. mop the floor 2,3,5,6 |               |           |
|    | Note  |               |           |


| No | Working  | Explanation  |
|----|--|--|
| 1  |  | <p>The hotel housekeeping room setup includes essential tools and supplies like vacuums, cleaning cloths, towels, toiletries, and additional amenities such as irons and hair dryers. These items are meticulously prepared to maintain high cleanliness and guest comfort standards in each room.</p> |

DAY: THURSDAY  
 DATE : JUNE,6<sup>TH</sup> 2024


| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1. Rolling Into Housekeeping<br>2. learn to recognize the names of items<br>3. study room set (equipment)<br>4. mop the floor 2,3,5,6 |               |  |
|    | Note by hotel coach   |               |   |

| No | Working  | Explanation  |
|----|--|--|
| 1  |  | <p>During events or reservations, the housekeeping department ensures guest rooms are meticulously cleaned, stocked with fresh linens and amenities, and arranged as needed to accommodate guests. They coordinate closely with the front desk to align room availability with guest arrivals and maintain cleanliness in common areas, ensuring a pleasant and comfortable stay for all guests.</p> |

DAY: FRIDAY  
 DATE : JUNE,7<sup>TH</sup> 2024


| No                  | Description of activities   | Task assignor  | Signature   |
|---------------------|---|--|---|
| 1                   | 1. Rolling Into Housekeeping<br>2. learn to recognize the names of items<br>3. study room set (equipment)<br>4. mop the floor 2,3,5,6 |  |  |
| Note by hotel coach |   |  |   |
| No                  | Working   | Explanation  |   |
| 1                   |   | Housekeeping utilizes computer technology to schedule, track, and ensure the cleanliness and readiness of hotel rooms before guest arrivals. They employ property management systems (PMS) for efficient communication with the front desk in addressing guest requests and inspection issues. All information regarding room conditions and actions taken is digitally recorded to ensure efficiency and consistent service quality for hotel guests. |   |


DAY: SATURDAY  
 DATE : JUNE,8<sup>TH</sup> 2024

| No | Description of activities   | Task assignor   | Signature   |
|----|---|---|---|
| 1. | 1. Rolling Into Housekeeping<br>2. learn to recognize the names of items<br>3. study room set (equipment)<br>4. mop the floor 2,3,5,6 |   |  |
|    | Note  |   |   |
| No | Working   | Explanation   |   |
| 1  |   | Housekeeping's role in managing soiled linens involves collecting, sorting by type and soil level, laundering with appropriate detergents and settings, drying, ironing, and carefully storing clean linens for redistribution. They monitor inventory, report damages, and ensure guests receive fresh, high-quality linens, maintaining a clean and comfortable environment throughout the hotel. |   |





DAY: SUNDAY  
 DATE : JUNE,9<sup>TH</sup> 2024

| No | Description of activities   | Task assignor | Signature   |
|----|---|---------------|---|
| 1  | 1.Rolling Into Housekeeping<br>2.learn to recognize the names of items<br>3.study room set (equipment)<br>4.mop the flour 2,3,5,6 |               |  |
|    | Note by hotel coach   |               |   |

| No | Working  | Explanation   |
|----|--|---|
| 1  |  | Housekeeping's role in room meetings includes setting up the space before events, providing necessary amenities, ensuring cleanliness during meetings, and promptly cleaning up afterward to maintain a professional environment for attendees. |


DAY : MONDAY  
 DATE : JUNE,10<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |

DAY: TUESDAY  
 DATE : JUNE,11<sup>TH</sup> 2024


| No | Description of activities  | Task assignor | Signature |
|----|--|---------------|-----------|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |           |
|    | Note   |               |           |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: WEDNESDAY


DATE : JUNE,12<sup>TH</sup> 2024

| No   | Description of activities  | Task assignor | Signature |
|------|--|---------------|-----------|
| 1    | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |           |
| Note |  |               |           |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: THURSDAY  
 DATE : JUNE,13<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |

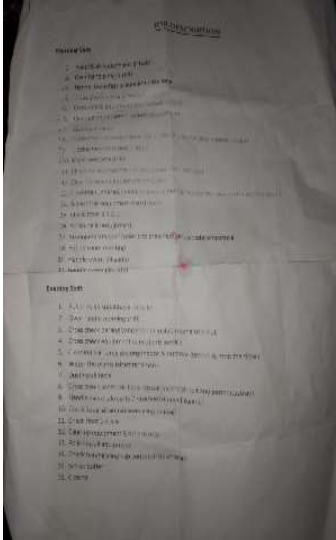
DAY: FRIDAY  
 DATE : JUNE,14<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: SATURDAY  
 DATE : JUNE,15<sup>TH</sup> 2024


| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |

DAY: WEDNESDAY


DATE : JUNE,19<sup>TH</sup> 2024


| No   | Description of activities  | Task assignor | signature   |
|------|--|---------------|---|
| 1    | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
| Note |  |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |





DAY: THURSDAY  
 DATE : JUNE,20<sup>TH</sup> 2024

| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
| Note |  |               |   |



| No | Working   | Explanation  |
|----|---|--|
| 1  |  | <p>"VIP" stands for "Very Important Person." It refers to someone who is considered to have high status or importance in a particular context. VIPs often receive special treatment or privileges at events, services, or venues based on their recognized significance.</p> |

DAY: FRIDAY  
 DATE : JUNE,21<sup>TH</sup> 2024

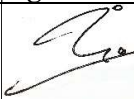
| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
| Note |  |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |

DAY: SATURDAY  
 DATE : JUNE,22<sup>TH</sup> 2024


| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
| Note |  |               |   |
| No   | Working  | Explanation   |   |
| 1    |   |               |   |


DAY: SUNDAY  
 DATE : JUNE,23<sup>RD</sup> 2024

| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | 1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.<br>2. Verify breakfast menu and ensure equipment and cutlery are in order.<br>3. Clear and clean tables, including dusting.<br>4. Prepare welcome drinks and manage purchase and store requests.<br>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar & counter.<br>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).<br>7. Polish all equipment and arrange cutlery for breakfast service.<br>8. Set up meeting rooms and handle events or lunch service as required. |               |  |
| Note |  |               |   |


| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |

DAY: MONDAY  
 DATE : JUNE,24<sup>TH</sup> 2024

| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
| Note |  |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |


DAY: TUESDAY  
 DATE : JUNE,25<sup>TH</sup> 2024


| No   | Description of activities  | Task assignor | Signature   |
|------|--|---------------|---|
| 1    | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
| Note |  |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |

DAY: WEDNESDAY

DATE : JUNE,26<sup>TH</sup> 2024

| No | Description of activities  | Task assignor | Signature   |
|----|--|---------------|---|
| 1  | <ol style="list-style-type: none"> <li>1. Oversee night shift operations, including breakfast service at Sundara/Sky Lounge and closing by 10:00 AM.</li> <li>2. Verify breakfast menu and ensure equipment and cutlery are in order.</li> <li>3. Clear and clean tables, including dusting.</li> <li>4. Prepare welcome drinks and manage purchase and store requests.</li> <li>5. Clean and organize buffet equipment, Sundara, smoking area, outlet bar &amp; counter.</li> <li>6. Tidy equipment shelves and check floors (levels 2, 3, 5, 6).</li> <li>7. Polish all equipment and arrange cutlery for breakfast service.</li> <li>8. Set up meeting rooms and handle events or lunch service as required.</li> </ol> |               |  |
|    | Note   |               |   |

| No | Working   | Explanation |
|----|---|-------------|
| 1  |  |             |





## Appendix 7 Revision List

### REVISION LIST

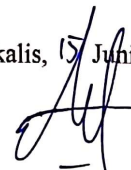
**NAMA : Ria Ramadani**

**NIM : 5203211155**

**ADVISOR : Agnes Arum Budiana, S.Pd., M.Pd.**

| NO | DAY/DATE                 | REVISION     | ADVISOR   |
|----|--------------------------|--------------|---|
| 1. | Tuesday<br>9 July 2024   | Chapter 1    |  |
| 2. | Thursday<br>11 July 2024 | Chapter 2    |  |
| 3. | Friday<br>12 July 2024   | chapter 3    |  |
| 4. | Monday<br>15 July 2024   | All is Good! |  |

Bengkalis, 15 Juni 2024



**Agnes Arum Budiana, S.Pd., M.Pd.**

**NIP.198907292022032008**



## Appendix 8 Logbook of Activity in SIAKAD

|     |                             |  |                             |  |  |
|-----|-----------------------------|--|-----------------------------|--|--|
| 91  | Senin, 27<br>Maret 2024     | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift pagi   |  |
| 92  | Sabtu, 9<br>Maret 2024      | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift sore   |  |
| 93  | Jumat, 8<br>Maret 2024      | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Handle event   |  |
| 94  | Kamis, 7<br>Maret 2024      | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Training wastes  |  |
| 95  | Rabu, 6<br>Maret 2024       | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift sore   |  |
| 96  | Selasa, 5<br>Maret 2024     | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift sore, handle event   |  |
| 97  | Senin, 4<br>Maret 2024      | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift sore, fo service   |  |
| 98  | Sabtu, 2<br>Maret 2024      | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Morning shift handles breakfast & prepare                              |  |
| 99  | Jumat, 1<br>Maret 2024      | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift pagi handle breakfast & prepare                                  |  |
| 100 | Kamis, 29<br>Februari 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift pagi handle breakfast & prepare                                  |  |
| 101 | Rabu, 28<br>Februari 2024   | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift pagi   |  |
| 102 | Selasa, 27<br>Februari 2024 | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Handle breakfast   |  |
| 103 | Senin, 26<br>Februari 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Belajar Berasidikasi dan Mengenal<br>Pelayanan di Sonview Hotel Dumail |  |
| 104 | Jumat, 2 Juni<br>2023       | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift pagi   |  |
| 105 | Minggu, 19<br>Maret 2023    | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift pagi   |  |

|    |                          |  |                             |                                   |  |
|----|--------------------------|--|-----------------------------|-----------------------------------|--|
| 77 | Rabu, 27<br>Maret 2024   | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Stand by skylong, handle alucarte |  |
| 78 | Selasa, 26<br>Maret 2024 | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift middle, jam 2 hingga jam 10 |  |
| 79 | Senin, 25<br>Maret 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift middle, jam 2 hingga jam 10 |  |
| 80 | Sabtu, 23<br>Maret 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Mt                                |  |
| 81 | Jumat, 22<br>Maret 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Midat                             |  |
| 82 | Kamis, 21<br>Maret 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Middle jam 2 sampai jam 10        |  |
| 83 | Rabu, 20<br>Maret 2024   | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Middle jam 2 sampai jam 10        |  |
| 84 | Selasa, 19<br>Maret 2024 | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Middle jam 2 sampai jam 10        |  |
| 85 | Senin, 18<br>Maret 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Middle jam 2 sampai jam 10        |  |
| 86 | Sabtu, 16<br>Maret 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Handle event                      |  |
| 87 | Jumat, 15<br>Maret 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Melayani tamu dan handle event    |  |
| 88 | Kamis, 14<br>Maret 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Layani tamu dan carte             |  |
| 89 | Rabu, 13<br>Maret 2024   | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift sore                        |  |
| 90 | Selasa, 12<br>Maret 2024 | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift pagi                        |  |
| 91 | Senin, 11<br>Maret 2024  | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift pagi                        |  |
| 92 | Sabtu, 9<br>Maret 2024   | 989907292022032008 - Agnes<br>Arum Budiana, S.Pd, M.Pd | 520321855 -<br>Ria Romadani | Shift sore                        |  |

| No | Tanggal               | Waktu         | Nama                            | Shift                            | Status       | Aksi   |
|----|-----------------------|---------------|---------------------------------|----------------------------------|--------------|--------|
| 63 | Rabu, 17 April 2024   | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi                       | Ria Ramadani | [Aksi] |
| 64 | Selasa, 16 April 2024 | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi                       | Ria Ramadani | [Aksi] |
| 65 | Senin, 15 April 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi                       | Ria Ramadani | [Aksi] |
| 66 | Minggu, 14 April 2024 | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi                       | Ria Ramadani | [Aksi] |
| 67 | Sabtu, 13 April 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi                       | Ria Ramadani | [Aksi] |
| 68 | Senin, 8 April 2024   | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Middle jam 2 sampai jam 10       | Ria Ramadani | [Aksi] |
| 69 | Sabtu, 6 April 2024   | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Middle jam 2 sampai jam 10       | Ria Ramadani | [Aksi] |
| 70 | Jumat, 5 April 2024   | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Middle jam 2 sampai jam 10       | Ria Ramadani | [Aksi] |
| 71 | Kamis, 4 April 2024   | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Middle jam 2 sampai jam 10       | Ria Ramadani | [Aksi] |
| 72 | Rabu, 3 April 2024    | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Middle jam 2 sampai jam 10       | Ria Ramadani | [Aksi] |
| 73 | Selasa, 2 April 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Middle jam 2 sampai jam 10       | Ria Ramadani | [Aksi] |
| 74 | Senin, 1 April 2024   | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Middle jam 2 sampai jam 10       | Ria Ramadani | [Aksi] |
| 75 | Sabtu, 30 Maret 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Middle jam 2 sampai jam 10       | Ria Ramadani | [Aksi] |
| 76 | Jumat, 29 Maret 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Middle jam 2 sampai jam 10       | Ria Ramadani | [Aksi] |
| 77 | Rabu, 27 Maret 2024   | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Stand by skylang, handle absente | Ria Ramadani | [Aksi] |

| No | Tanggal               | Waktu         | Nama                            | Shift      | Status       | Aksi   |
|----|-----------------------|---------------|---------------------------------|------------|--------------|--------|
| 48 | Minggu, 5 Mei 2024    | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 49 | Sabtu, 4 Mei 2024     | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 50 | Kamis, 2 Mei 2024     | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 51 | Rabu, 1 Mei 2024      | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 52 | Selasa, 30 April 2024 | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 53 | Senin, 29 April 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 54 | Minggu, 28 April 2024 | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 55 | Sabtu, 27 April 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 56 | Kamis, 25 April 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 57 | Rabu, 24 April 2024   | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 58 | Selasa, 23 April 2024 | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 59 | Senin, 22 April 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 60 | Minggu, 21 April 2024 | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 61 | Sabtu, 20 April 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 62 | Kamis, 18 April 2024  | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |
| 63 | Rabu, 17 April 2024   | 18:00 - 21:00 | Agnes Arum Budiana, S.Pd., M.Pd | Shift pagi | Ria Ramadani | [Aksi] |

| No | Tgl                 | Nama                           | Instansi                  | Posisi          | Detail Kegiatan | Status |
|----|---------------------|--------------------------------|---------------------------|-----------------|-----------------|--------|
| 32 | Korla, 21 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 33 | Rabu, 22 Mei 2024   | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 34 | Selasa, 28 Mei 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 35 | Minggu, 10 Mei 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 36 | Sabtu, 18 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 37 | Jumat, 17 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 38 | Korla, 16 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 39 | Rabu, 15 Mei 2024   | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 40 | Senin, 13 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 41 | Minggu, 12 Mei 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Training leader |                 |        |
| 42 | Sabtu, 11 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 43 | Jumat, 10 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Café            |                 |        |
| 44 | Korla, 9 Mei 2024   | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 45 | Rabu, 8 Mei 2024    | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 46 | Selasa, 7 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |
| 47 | Senin, 6 Mei 2024   | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani | Shift pagi      |                 |        |

| No | Tgl                 | Nama                           | Instansi                  | Posisi | Detail Kegiatan  | Status |
|----|---------------------|--------------------------------|---------------------------|--------|--|--------|
| 16 | Minggu, 9 Juni 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Membersihkan lobby, membersihkan position, menyiram tanaman, membersihkan kamar set equipment kamar. |        |
| 17 | Sabtu, 8 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Rolling housekeeping   |        |
| 18 | Jumat, 7 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Rolling housekeeping   |        |
| 19 | Korla, 6 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Rolling housekeeping   |        |
| 20 | Rabu, 5 Juni 2024   | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Rolling housekeeping   |        |
| 21 | Selasa, 4 Juni 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Meeting jam 1200 sampai jam 20:00  |        |
| 22 | Senin, 3 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi   |        |
| 23 | Sabtu, 1 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi   |        |
| 24 | Jumat, 31 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi   |        |
| 25 | Korla, 30 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi   |        |
| 26 | Rabu, 29 Mei 2024   | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi   |        |
| 27 | Selasa, 28 Mei 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi   |        |
| 28 | Senin, 27 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi   |        |
| 29 | Minggu, 26 Mei 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi   |        |
| 30 | Sabtu, 25 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi   |        |
| 31 | Jumat, 24 Mei 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi   |        |

| No | Tgl                  | Nama                           | Instansi                  | Posisi | Detail Kegiatan   | Status |
|----|----------------------|--------------------------------|---------------------------|--------|---|--------|
| 1  | Rabu, 29 Juni 2024   | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix, non reaktif                                 |        |
| 2  | Selasa, 28 Juni 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Meeting jam 14:00 sampai 22:00                              |        |
| 3  | Senin, 24 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 4  | Minggu, 23 Juni 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 5  | Sabtu, 22 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 6  | Jumat, 21 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 7  | Korla, 20 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 8  | Rabu, 19 Juni 2024   | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 9  | Minggu, 16 Juni 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 10 | Sabtu, 15 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 11 | Jumat, 14 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 12 | Korla, 13 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 13 | Rabu, 12 Juni 2024   | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 14 | Selasa, 11 Juni 2024 | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi fix  |        |
| 15 | Senin, 10 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Shift pagi rolling fix hingga selesai                       |        |
| 16 | Minggu, 9 Juni 2024  | Agnes Arum Budiana, S.Pd, M.Pd | 12022195 - Rio Komodorani |        | Membersihkan lobby, membersihkan position, menyiram tanaman |        |