APPRENTICESHIP REPORT

UNIGRAHA HOTEL
PT. RIAU ANDALAN PULP AND PAPER
PELALAWAN - RIAU

HAYANTI
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INTERNATIONAL BUSINESS ADMINISTRATION
STUDY PROGRAM
BUSINESS ADMINISTRATION DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
BENGKALIS – RIAU
2024

APPROVAL SHEET

UNIGRAHA HOTEL GMO DEPARTMENT
PT. RIAU ANDALAN PULP AND PAPER

Written as one of the conditions for completing Apprenticeship

Hayanti
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Bengkalis, June 05, 2024

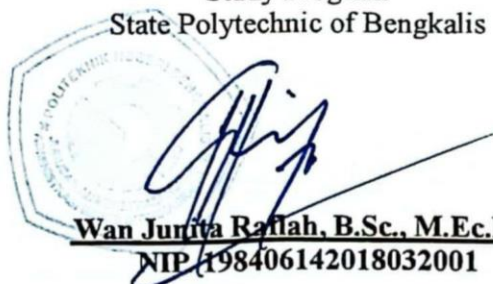Head of Campus Relation
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One of Bengkalis State Polytechnic's programs, the Apprenticeship Company, is part of the Department of Business Administration. It is required of all Bengkalis State Polytechnic students to use fresh knowledge and experiences to supplement the knowledge they have learned in the classroom. It is anticipated that this report will improve the readers' and author's creativity and expertise. Up until the end of this report, the author would like to thank everyone who helped with the Apprenticeship Company's implementation.The author would like to take this opportunity to express sincere gratitude to the following parties:

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14. Finally, Author would like to thank myself for believing in me, for doing all this hard work, for not having a day off, and for never stopping.

May Allah SWT bless all the kindness and sincerity of all of you. We apologize profusely to PT Riau Andalan Pulp and Paper Pelalawan, management, employees, and other related parties for any mistakes that may have occurred during the implementation of the apprenticeship. Hopefully this report can be useful for all parties who need it in the future.

Bengkalis, 05 June 2024
Written by,

Hayanti
5404201291

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INTRODUCTION

1.1   Background of the Apprenticeship

The government of Bengkalis Regency established a college called Bengkalis Shipbuilding Polytechnic through the Gema Bahari Foundation which offers three study programs: Ship Electrical Engineering, Ship Building Engineering, and Ship Mechanical Engineering. Over time, the Bengkalis Shipbuilding Polytechnic changed its name to the Bengkalis Polytechnic and came under the Bangun Insani Foundation (YBI) Bengkalis roof, which offers five-degree programs: Shipbuilding Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering and Business Administration. In July 2001, the Bengkalis Polytechnic of accepted the first batch of new students. In 2006, Bengkalis Polytechnic added two new study programs: Business English and Informatics Engineering.

According to the Minister of National Education's Regulation No. 28 of 2011 regarding the Establishment, Organization, and Work System of Bengkalis State Polytechnic (OTK Polbeng), Bengkalis Polytechnic formally became a State Polytechnic on December 26, 2011, and was dubbed Bengkalis State Polytechnic. The Minister of Education and Culture of the Republic of Indonesia presided over the inauguration of Bengkalis State Polytechnic. Eight departments are currently offered at Bengkalis State Polytechnic: English, Informatics Engineering, Mechanical Engineering, Electronics Engineering, Civil Engineering, Business Administration, Shipbuilding Engineering, and Maritime Studies.

Bengkalis State Polytechnic has 18 study programs of which there are nine DIII (Diploma III) study programs and nine D-IV (Diploma IV) study programs available at Bengkalis State Polytechnic. The D-III programs include English, Shipping Science, Maritime Business Administration, Business Administration, Informatics Engineering, Mechanical Engineering, Electronics Engineering, Civil Engineering, and Shipbuilding Engineering. The D-IV program covers the following topics: software engineering, ship architecture engineering technology,

business and professional communication in English, international communication, and business management.

Bengkalis State Polytechnic is a vocational institution that prepares its graduates to work as competent professionals in various industries. Bengkalis State Polytechnic implements a final semester program that must be followed by all students, namely Apprenticeship. Students can develop as individuals through the Apprenticeship Report before joining their profession. Bengkalis State Polytechnic students get many benefits from this curriculum, which also helps them develop themselves and improve their competencies.

Once students have earned all their academic credits and completed at least four semesters, the Apprenticeship Report is held. Four months are allocated for this program. The Apprentice required to complete a four-month Apprenticeship Report as a student of the Business Administration study program, based on the information provided above. The Apprentice decided to complete Apprenticeship at PT Riau Andalan Pulp and Paper because apprentice wanted to be able to apply the knowledge and theoretical concepts that apprentice had learned in the classroom to be used at the apprenticeship site. In addition, The Apprentice wanted to gain practical experience by using the theories and concepts that apprentice has learned in field of competence. In addition, Apprentice also had the opportunity to research issues related to applied knowledge.

The Apprentice was assigned to the GMO division of Unigraha Hotel during the implementation of the Apprenticeship Report. The term of the Apprenticeship Report is February 05, 2024 to June 05, 2024. Through this experience with the Apprenticeship Report, The Apprentice intend to have a broader understanding of the various activities that need to be done properly and efficiently, as well as get ready for the real world of work. The following are the objectives and benefits of the Apprenticeship Report.

1.2 Purposes of the Apprenticeship

Based on the above background; to achieve the desired results, it is important to understand the objectives of the apprenticeship work are as follows:

1. To understand the work requirements and work objectives expected of the GMO department at Unigraha Hotel.

2. To get to know the hardware and software used in the GMO department at Unigraha Hotel.

3. To recognize the parts and work positions that exist in Unigraha Hotel Pangkalan Kerinci.

4. To gather information, understanding documents, and notes made during the apprenticeship at Unigraha Hotel.

5. To understand the problems and solutions that occurred during the apprenticeship at Unigraha Hotel.

1.3 Significances of the Apprenticeship

1.3.1 Significances for the students

The expected benefits of the apprenticeship programme for students include various things, among others:

1. Increase practical understanding related to the theory learnt on campus.

2. Expand professional networks and building relationships with industry practitioners.

3. Develop work skills and soft skills such as communication and teamwork.

4. Gain first-hand insight into the work environment and work processes in a particular industry.

5. Gain real experience that can increase competitiveness in finding a job after graduation.

1.3.2 Significances for Bengkalis State Polytechnic

The expected benefits of the apprenticeship programme for Bengkalis State Polytechnic are as follows:

1. Bengkalis State Polytechnic can strengthen cooperation and friendship with PT Riau Andalan Pulp and Paper.

2. Bengkalis State Polytechnic can improve the competence of graduates who have experience in the industry.

3. Supporting the improvement of students' work readiness at Bengkalis State Polytechnic by introducing them to the real work environment.

1.3.3 Significances for the Company

The expected benefits of the apprenticeship programme for the company are as follows:

1. Building company relationships with educational institutions as strategic partners to support human resource development.

2. Increase company productivity with the help of interns in carrying out daily tasks or special projects.

CHAPTER II
GENERAL DESCRIPTION OF THE COMPANY

2.1 Company History

2.1.1 Unigraha Hotel

Unigraha Hotel is the only three-star hotel in Kerinci. Spectacularly located on a hilltop amidst verdant slopes, the hotel is on the site of the Riau Andalan Pulp & Paper (RAPP) mill, a subsidiary of APRIL, which is part of RGE. From the hotel, guests can enjoy views of rows of oil palm and acacia trees stretching to the horizon. Although Kerinci is not well known globally, the city plays an important role as a producer of more than 2.8 million tons of pulp and 850,000-tons of paper per year. In addition, the city is also a key location for RGE's palm oil manufacturing operations, with annual production reaching 1 million metric tons of crude palm oil (CPO) along with mills in North Sumatra, Jambi, and other areas in Riau Province. Kerinci is the center of RGE's integrated pulp and paper manufacturing activities as well as important palm oil operations for APRIL Group and Asian Agri.

Figure 2.1 Unigraha Hotel
Source: Unigraha Hotel

Unigraha Hotel, located on Jalan Lintas Timur, Riau Andalan Pulp and Paper Mill Complex, Townsite 1, Pangkalan Kerinci, was established in 1996. The hotel was built to meet the needs of business guests who require accommodation close to the project site. The average guest at this hotel is a foreign national who works in companies located in the Riau Andalan Pulp and Paper mill area. Unigraha Hotel has 108 rooms and various facilities, including a restaurant, lounge & bar,

delicatessen, meeting rooms, fitness center, swimming pool, laundry, and business center. There are six meeting rooms in the hotel, namely Bengkalis Room, Batam Room, Bintan Room, Singkep Room, Sebangka Room, and Bakung Room. Unigraha Hotel also serves as a meeting and event venue, often used for meetings and lunch breaks during visits to factories in the PT RAPP area.

Figure 2.2 Existing Facilities at Unigraha Hotel
Source: Unigraha Hotel

2.2 Vision and Mission

2.2.1 Vision of PT. Riau Andalan Pulp and Paper

The vision of PT Riau Andalan Pulp and Paper is "To be one of the largest, best managed and most profitable fiber, pulp and paper companies in the world. Which is the preferred supplier to our customers and the preferred company to our people."

2.2.2 Mission of PT. Riau Andalan Pulp and Paper

The mission of PT Riau Andalan Pulp and Paper in achieving the desired goals is as follows:

1. Creating sustainable growth across the value chain.
2. To be an industry leader in every aspect of operations.
3. Maximize return on investment for shareholders while contributing to the social and economic development of local communities and regions. Create value through modern technology and influence the knowledge industry, valuable assets, networks, and human resources (HR).

2.3 Kind of Business

A hotel is a place that provides accommodation services and services for guests who stay overnight, including various types of rooms such as standard rooms, suites, and villas. In addition, the hotel also provides public facilities such as restaurants with a variety of culinary choices, bars or lounges to relax, indoor and outdoor swimming pools, fitness centres complete with modern equipment, spas for body treatments and relaxation, meeting rooms and ballrooms for business or social events, and 24-hour room service. With the concept offered, the hotel aims to provide a complete, satisfying, and memorable stay experience for guests, whether for business, leisure, or other special occasions.

Hotels are places that are often used for someone to stay or rest. Like for tourists in a tourist area. According to the Decree of the Minister of Transportation No. PM.10/PW.301/Phb-77, Hotel is a form of commercially managed accommodation. Hotel is a place provided for all people who need services. Such as lodging services, food services and beverage services.

2.4 Organization Structure

To achieve company goals, organizational structure is very important. The presence of a clear organizational structure is crucial to the success of the company because it becomes a reference for who is responsible for certain tasks. Therefore, an organizational structure can provide clear boundaries and assign individual responsibilities to their respective jobs.

PT Riau Andalan Pulp and Paper's organizational structure is based on a line and staff model. Each leader, from the top to the bottom, has defined authority and responsibility, with each position reporting to its direct leader. Each superior has subordinates under him, and those subordinates receive orders from their respective superiors.

2.4.1 Organizational Structure of PT. Riau Andalan Pulp and Paper

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│Fiber   │ │Pulp    │ │Paper   │ │Power   │ │Service │
│BU Head │ │BU Head │ │BU Head │ │BU Head │ │BU      │
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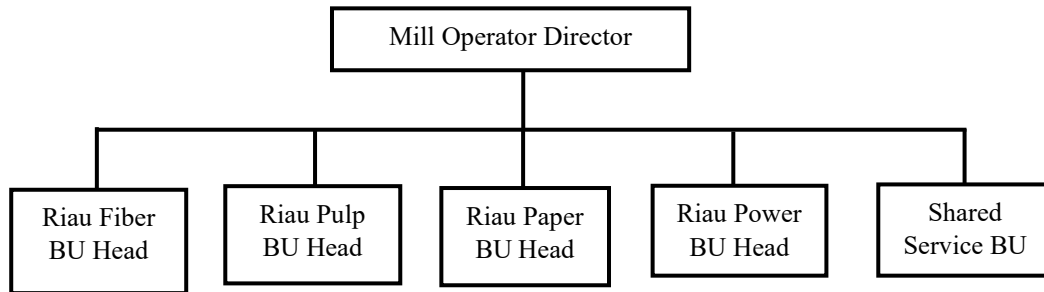
Figure 2.3 Organizational Structure of PT. RAPP
Source: PT. Riau Andalan Pulp and Paper

PT Riau Andalan Pulp and Paper, a company engaged in the production of pulp and paper, has various divisions or business units, including:

1. Riau Fiber: This unit is responsible for timber operations, including nursery, planting, maintenance, and development of timber as raw material for production, as well as the development of wood seedlings.

2. Riau Pulp: This unit focuses on pulp production using wood obtained from Riau Fiber as raw material.

3. Riau Paper: This unit produces paper using pulp from Riau Pulp as raw material.

4. Riau Power: This unit takes care of power generation and processing of water, chemicals, and black materials.

5. Shared Services (General Services): This unit provides services to all units and manages the company's overall logistics, including supply chain management, finance, HR, accounting and IT/IS.

Organizational Structure of Unigraha Hotel General Manager Office (GMO) Department

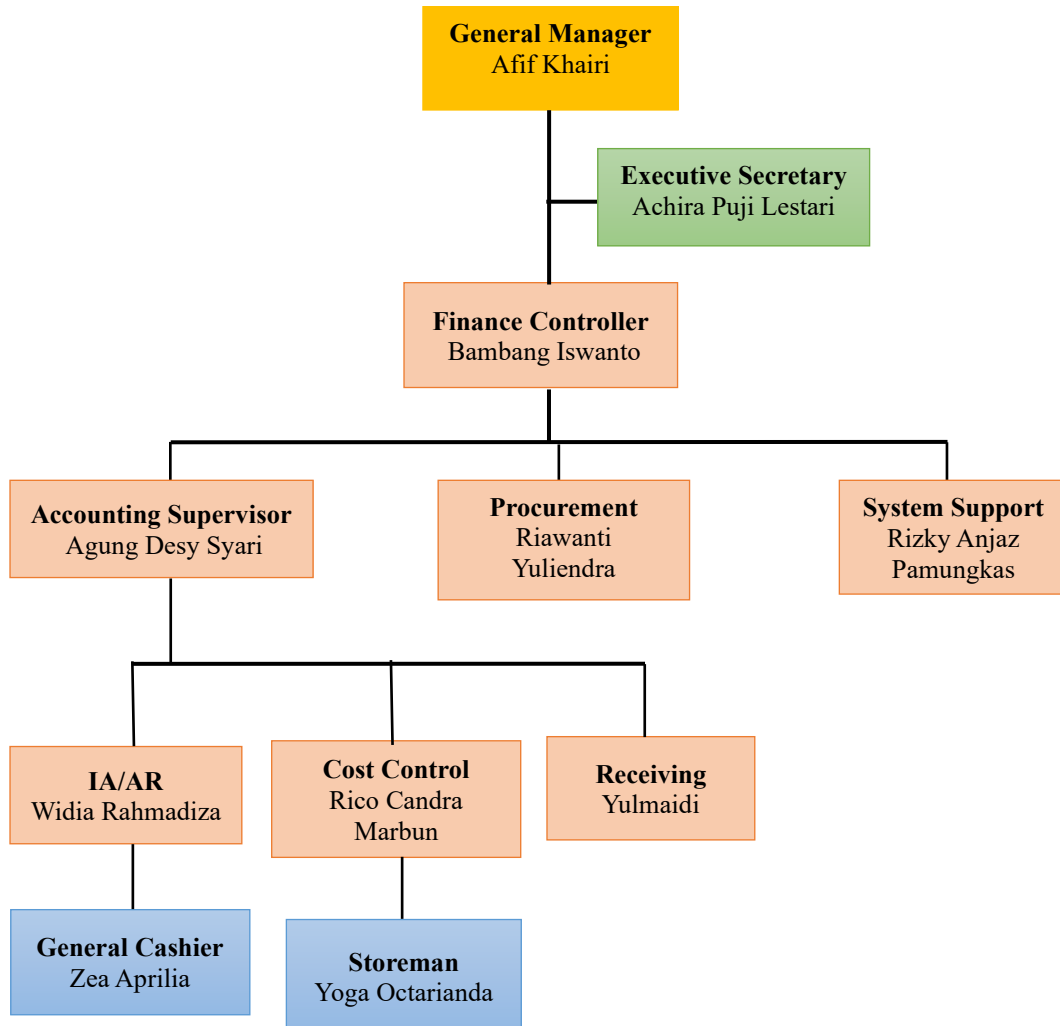**Figure 2.4 Organizational Structure of General Manager Office Department**
Source: Unigraha Hotel

In the hospitality industry, Unigraha Hotel offers accommodation, food and beverages, and other services. It consists of seven departments, each with specialized tasks. During the course of apprenticeship activities, the author was placed in the GMO department, and the duties of the GMO department include:

1. General Manager: Make decisions about the hotel's objectives and overseeing all activities.

2. Executive Secretary: Serves as secretary to the General Manager and is responsible for organising the General Manager's needs and schedule, including arranging meetings, managing correspondence, and handling official travel.

3. Finance Controller: Make decisions in financial matters relating to the General Manager Office (GMO), such as overseeing budgets, monitoring financial performance, and ensuring all is in accordance with company rules.

4. Accounting Supervisor: Check and verify invoices from vendors and suppliers, and ensure that all expenses are within budget and approved.

5. Procurement: Ensure the fulfilment and supply of goods in accordance with the contract or through direct purchase.

6. System Support: Ensure systems and software in the hotel run smoothly, help resolve technical issues, and perform installations and updates.

7. IA/AR: Manage all expenses at Unigraha Hotel, including organising operational costs, managing payments and receivables, and ensuring all is in accordance with the hotel's financial rules.

8. Cost Control: Manage hotel expenses by ensuring costs stay within budget, as well as looking for ways to save without compromising on quality.

9. Receiving: Checking and receiving goods that come to the hotel, making sure everything is in order and in good condition.

10. Outlet Cashier: Manage and record all payments, especially those related to cash transactions.

11. Storeman: Manage the hotel's inventory by receiving, storing and recording all incoming items, ensuring stock is maintained, as well as distributing items to departments in need.

2.5 The Working Process

The work process in a hotel involves a variety of different tasks and responsibilities, depending on the position and department. At Unigraha Hotel,

there are seven departments, namely Front Office (FO), Housekeeping (HK) & Laundry, Eco Camp, Engineering, Kitchen, Food & Beverages (FB), and General Manager Office (GMO). Each department has different tasks according to the scope of work they manage. The following is an explanation of the seven departments at Unigraha Hotel:

1. FO (Front Office) Department is the hotel department in charge of serving guests when they first arrive at the hotel, such as helping to book rooms and providing information related to the hotel. The parts of Unigraha Hotel that are taken care of by the FO department include the club, gym, futsal court, and swimming pool.

2. HK (Housekeeping) & Laundry Department is the hotel department in charge and responsible for the cleanliness of clothing and hotel areas. This department takes care of the cleanliness of the hotel, garden, laundry service, and hotel rooms, ranging from indoor areas, public areas, to outdoors.

3. The Eco Camp department is not located within Unigraha Hotel but in Teluk Meranti. Eco Camp is a business unit of Unigraha Hotel located in Teluk Meranti District, Pelalawan Regency, which takes care of all the needs at the lodge.

4. The Engineering Department is the hotel department responsible for issues related to equipment and machinery in the hotel. Their duties include maintenance, repair, and replacement of damaged parts or equipment.

5. Kitchen Department is a hotel department in charge of processing food from raw materials into ready-to-eat dishes.

6. The FB (Food & Beverages) department is the hotel department that handles and serves food and beverage orders from customers. Sections taken care of by this department include restaurants, pastry shops, cafes, Palm Resto, and bars.

7. GMO (General Manager Office) department is the manager responsible for the achievement of the hotel's goals and controlling all activities in the hotel. This department includes secretary, HRD, revenue admin, expense admin, billing admin, graphic design, reception, and storage.

8. The Health Club Department is responsible for the maintenance and supervision of the fitness area and swimming pool.

2.6 Documents Used for Activity

2.6.1 Night Audit Report

The Night Audit Report document is an important report compiled at the end of each hotel operating day to summarise all financial transactions, ensure bookkeeping accuracy, and check for consistency between room booking and revenue data and other transactions during that 24-hour period. The Night Audit Invoice Report includes various crucial documents and data that serve to ensure the accuracy and integrity of the hotel's daily financial statements. This report includes:

1. Daily Revenue Report: Summarises all revenue generated in a day.
2. Outlet Daily Report: Monitors revenue from various outlets such as restaurants, delicatessen and bars.
3. Room Statistics: Records room occupancy and revenue. In addition, this report also includes details of Cash, Bank Transfer, QRIS, and Credit Card transactions to ensure all payments and receipts are recorded appropriately.
4. General Ledger: Checked to ensure that all account entries match the recorded transactions.
5. Selected Category Transactions: Checked to ensure that expenses and revenues in special categories, such as additional services or incidental charges, are processed correctly.

2.6.2 Document Invoice Contractor

A Contractor Invoice Document is an official document prepared by a contractor to collect payment from a client for services or work that has been completed. This document includes a detailed breakdown of the work that has been done, the fees charged for each part of the project, as well as the total amount to be paid. In addition, the invoice usually includes important information such as the invoice number, date of issue, and payment methods that the client can use to complete the transaction. The main purpose of this document is to ensure that

payments are made on time and in accordance with the agreement made between the contractor and the client.

2.6.3 Expense Claim Form

An Expense Claim Form is a document used to apply for reimbursement of expenses that have been incurred by an employee or individual for work or business purposes. This form requires detailed information regarding the type of expenses requested, such as business trips, lodging, or meal expenses, as well as the total amount to be reimbursed. Typically, this form also requests the attachment of proof of transactions such as receipts or invoices to support the claim. This process ensures that all expenses submitted are in accordance with the company or organisation's policies, and helps in processing the reimbursement in an accurate and timely manner.

CHAPTER III
SCOPE OF THE APPRENTICESHIP

3.1 Job Description

This chapter discusses the activities and tasks performed during the Apprenticeship Program. The Apprenticeship Program was carried out at Unigraha Hotel, in the GMO department, for 4 months, from February 05 to June 05, 2024. During the apprenticeship period, many opportunities were given to carry out the tasks assigned by Unigraha Hotel in the GMO department. In addition, there is a lot of new knowledge and experience that can be gained in the world of work, especially in the field of administration. A weekly activity list was created to provide a clear and thorough report on the activities that have been carried out. The tasks performed during the 17 weeks at Unigraha Hotel, in the GMO department, were as follows:

1. Filling documents, including cash reports, Mandiri credit cards, BRI credit cards, bank transfers, BRI QR, and daily reports.
2. Delivering invoices to the factory office.
3. Inputing cost food data and check cost food data.
4. Transferring money from the office to the bank.
5. Labelling archive boxes according to each type of document.
6. Organizing all documents into the archive box and Creating name labels using Microsoft Excel.

3.2 System and Procedures

The hotel's systems and procedures cover various aspects that encompass day-to-day operations as well as the policies implemented to maintain these service and safety standards including:

1. Reservations and Check-in: Procedures to receive and confirm reservations, as well as process guest check-in in an efficient and friendly manner.
2. Room Service: Standards for cleaning rooms, changing linen, providing amenities such as WiFi and TV, and keeping guests clean and comfortable.

3. Public Facilities: Arrangement and maintenance of facilities such as restaurants, bars, swimming pools, spas, and fitness centres.

4. Security: Security systems to protect guests and hotel property, including CCTV surveillance, access control, and emergency response procedures.

5. Food and Beverage Service: Procedures for providing food and beverages in restaurants, room service, and planning and executing catering events.

6. Guest Services: Service standards for responding to guest requests, handling complaints, and ensuring guest satisfaction during their stay.

7. Administration and Finance: Management of hotel administration including accounting, billing, and payment systems.

8. Marketing and Sales: Strategies to promote the hotel, manage room rates, and interact with travel agents and potential guests.

9. Maintenance and Technology: Maintenance of facilities and equipment, and implementation of technology to improve operational efficiency and guest comfort.

10. Policy and Compliance: Implementation of hotel policies related to safety, health, environment, as well as compliance with hospitality and tax regulations.

3.3 Place of Apprenticeship

3.3.1 Schedule and Time of Apprenticeship at Unigraha Hotel

Activities related to Apprenticeship Report were carried out at PT Riau Andalan Pulp and Paper in the GMO Department of Unigraha Hotel during the apprenticeship period. The following are the conditions set by the company for the duration or schedule of apprenticeship work:

Table 3.1 Working Hours of PT. Pulp dan Kertas Riau Andalan

No	Day	Working Hours	Break
1.	Monday – Friday	08.00 - 17.00 WIB	12.00 - 13.30 WIB
2.	Saturday	08.00 - 12.00 WIB	-
3.	Sunday	Holiday	Holiday

Source: Processed Data, 2024

3.4 Kind and Description of the Activity

3.4.1 Apprenticeship Agenda Report

A description of the work carried out during vocational Apprenticeship, which began on February 05 to June 05, 2024, at PT Riau Andalan Pulp and Paper at the Unigraha Hotel. The details of the activities can be seen in the following table:

Table 3.2 First Week Work Agenda Report, February 05 - February 10, 2024

No	Day/Date	Description	Documentation
1.	Monday, 05-02-2024	• ID Badge and MoU creation	Humas
2.	Tuesday, 06-02-2024	• Debrief and Company Overview	ALI (April Learning Institute)
3.	Wednesday, 07-02-2024	• Safety Induction at Safetycampus at Post2 • Introductions	Safety Campus and Hotel
4.	Thursday, 08-02-2024	Holiday (Start work next week)	
5.	Friday, 09-02-2028	Holiday (Start work next week)	
6.	Saturday, 10-02-2029	Holiday (Start work next week)	

Source: Processed Data, 2024

The following is a schedule of work completed during the apprenticeship implementation at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Department GMO Institute:

Table 3.3 Second Week Work Agenda Report, February 12 - February 17, 2024

No	Day/Date	Description	Documentation
1.	Monday, 12-02-2024	• Check bill transfer transaction data • Introduction of 6S Program	GMO Office
2.	Tuesday, 13-02-2024	• Input food cost data	GMO Office
3.	Wednesday, 14-02-2024	• Holiday (National election day)	Holiday (National election day)
4.	Thursday, 15-02-2024	• Separate invoice letters from other letters and invoices	GMO Office
5.	Friday, 16-02-2024	• Scan Invoice	GMO Office
6.	Saturday, 17-02-2024	• Photo copy document	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.4 Third Week Work Agenda Report, February 19 - February 23, 2024

No	Day/Date	Description	Documentation
1.	Monday, 19-02-2024	• Study the cost food data check • Input food cost data	GMO Office
2.	Tuesday, 20-02-2024	• Check bill transfer transaction data • Check cost food data	GMO Office
3.	Wednesday, 21-02-2024	• Check bill transfer transaction data	GMO Office
4.	Thursday, 22-02-2024	• Check bill transfer transaction data	GMO Office
5.	Friday, 23-02-2024	• Organize transaction data into file boxes	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.5 Work Agenda Report Week Four, February 26 - March 02, 2024

No	Day/Date	Description	Documentation
1.	Monday, 26-02-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office
2.	Tuesday, 27-02-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice letter to mill office	GMO Office
3.	Wednesday, 28-02-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Input the invoice report into the file box	GMO Office
4.	Thursday, 29-02-2024	• Inventory (checking items in the kitchen) • Check cost food data	GMO Office
5.	Friday, 01-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Input the invoice report into the file box	GMO Office
6.	Saturday, 02-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics,	GMO Office

| | | Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)
• Create file names in excel | |

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.6 Work Agenda Report Fifth Week, March 04 - March 08, 2024

No	Day/Date	Description	Documentation
1.	Monday, 04-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office
2.	Tuesday, 05-03-2024	• Input food cost data • Inventory (check items in the kitchen)	GMO Office
3.	Wednesday, 06-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice letter to mill office	GMO Office
4.	Thursday, 07-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office
5.	Friday, 08-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Check cost food data	GMO Office

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.7 Work Agenda Report Week Six, March 11 - March 16, 2024

No	Day/Date	Description	Documentation
1.	Monday, 11-03-2024	• Holiday (Nyepi Holy Day)	GMO Office
2.	Tuesday, 12-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	
3.	Wednesday, 13-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room	GMO Office

No	Day/Date	Description	Documentation
		statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	
4.	Thursday, 14-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Input food cost data	GMO Office
5.	Friday, 15-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice letter to mill office	GMO Office
6.	Saturday, 16-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.8 Work Agenda Report Week Seven, March 18 - March 22, 2024

No	Day/Date	Description	Documentation
1.	Monday, 18-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office
2.	Tuesday, 19-03-2024	• Sick (Call in sick)	Sick
3.	Wednesday, 20-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice letter to mill office	GMO Office
4.	Thursday, 21-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office
5.	Friday, 22-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice letter to mill office	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.9 Work Agenda Report Week Eight, March 25 - March 30, 2024

No	Day/Date	Description	Documentation
1.	Monday, 25-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice letter to mill office • Input food cost data	GMO Office
2.	Tuesday, 26-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office
3.	Wednesday, 27-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Input food cost data	GMO Office
4.	Thursday, 28-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Inventory (check items in the kitchen)	GMO Office
5.	Friday, 29-03-2024	Holiday (Death of Isa Al Masih)	Holiday (Death of Isa Al Masih)
6.	Saturday, 30-03-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.10 Ninth Week Work Agenda Report, April 01 - April 05, 2024

No	Day/Date	Description	Documentation
1.	Monday, 01-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice letter to mill office	GMO Office
2.	Tuesday, 02-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Check the cost food data	GMO Office
3.	Wednesday, 03-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash,	GMO Office

		Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Input the invoice report into the file box • Deliver invoice letter to mill office	
4.	Thursday, 04-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office
5.	Friday, 05-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Check the cost food data	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.11 Tenth Week Work Agenda Report, April 08 - April 13, 2024

No	Day/Date	Description	Documentation
1.	Monday, 08-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)
2.	Tuesday, 09-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)
3.	Wednesday, 10-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)
4.	Thursday, 11-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)
5.	Friday, 12-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)
6.	Saturday, 13-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.12 Eleventh Week Work Agenda Report, April 15 - April 20, 2024

No	Day/Date	Description	Documentation
1.	Monday, 15-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)
2.	Tuesday, 16-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)
3.	Wednesday, 17-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)
4.	Thursday, 18-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)

No.			
5.	Friday, 19-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)
6.	Saturday, 20-04-2024	Holiday (Eid al-Fitr)	Holiday (Eid al-Fitr)

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.13 Work Agenda Report for Week Twelve, April 22 - April 27, 2024

No	Day/Date	Description	Documentation
1.	Monday, 22-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice letter to mill office • Input the invoice report into the file box	GMO Office
2.	Tuesday, 23-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank	GMO Office
3.	Wednesday, 24-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank	GMO Office
4.	Thursday, 25-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office • Transfer office money to bank	GMO Office
5.	Friday, 26-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office • Transfer office money to bank	GMO Office
6.	Saturday, 27-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.14 Work Agenda Report for Week Thirteen, April 29 - May 03, 2024

No	Day/Date	Description	Documentation
1.	Monday, 29-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Input food cost data	GMO Office
2.	Tuesday, 30-04-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office • Transfer office money to bank	GMO Office
3.	Wednesday, 01-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Inventory (check items in the kitchen)	GMO Office
4.	Thursday, 02-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office • Transfer office money to bank • Deliver invoice documents to mill office	GMO Office
5.	Friday, 03-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.15 Work Agenda Report for Week Fourteen, May 06 - May 11, 2024

No	Day/Date	Description	Documentation
1.	Monday, 06-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office • Transfer office money to bank	GMO Office
2.	Tuesday, 07-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank	GMO Office

No	Day/Date	Description	Documentation
		• Deliver invoice documents to mill office	
3.	Wednesday, 08-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank • Deliver invoice documents to mill office	GMO Office
4.	Thursday, 09-05-2024	Holiday (Ascension of Isa Al Masih)	Holiday (Ascension of Isa Al Masih)
5.	Friday, 10-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office	GMO Office
6.	Saturday, 11-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Input the invoice report into the file box	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.16 Fifteenth Week Work Agenda Report, May 13 - May 17, 2024

No	Day/Date	Description	Documentation
1.	Monday, 13-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank • Deliver invoice documents to mill office	GMO Office
2.	Tuesday, 14-05-2024	• Input the invoice report into the file box • Create file names in excel	GMO Office
3.	Wednesday, 15-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank • Deliver invoice documents to mill office	GMO Office
4.	Thursday, 16-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office	GMO Office

No	Day/Date	Description	Documentation
5.	Friday, 17-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank • Deliver invoice documents to mill office	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.17 Work Agenda Report for Week Sixteen, May 20 - May 25, 2024

No	Day/Date	Description	Documentation
1.	Monday, 20-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank • Deliver invoice documents to mill office	GMO Office
2.	Tuesday, 21-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank • Deliver invoice documents to mill office • Input the invoice report into the file box	GMO Office
3.	Wednesday, 22-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office	GMO Office
4.	Thursday, 23-05-2024	Holiday (Vesak Day)	Holiday (Vesak Day)
5.	Friday, 24-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office • Input the invoice report into the file box	GMO Office
6.	Saturday, 25-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.18 Work Agenda Report Seventeenth Week, May 27 - June 01, 2024

No	Day/Date	Description	Documentation
1.	Monday, 27-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office	GMO Office
2.	Tuesday, 28-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank • Deliver invoice documents to mill office • Check the cost food data	GMO Office
3.	Wednesday, 29-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank • Deliver invoice documents to mill office	GMO Office
4.	Thursday, 30-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office	GMO Office
5.	Friday, 31-05-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Inventory (check items in the kitchen)	GMO Office
6.	Saturday 01-06-2024	Holiday (The birthday of Pancasila)	Holiday (The birthday of Pancasila)

Source: Processed Data, 2024

The agenda of activities or tasks carried out by the author during the implementation of the Apprenticeship at PT Riau Andalan Pulp and Paper at the GMO Institute Department's Unigraha Hotel is as follows:

Table 3.19 Work Agenda Report Week Eighteen, 03 June - 05 June 2024

No	Day/Date	Description	Documentation
1.	Monday, 03-06-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Deliver invoice documents to mill office	GMO Office
2.	Tuesday, 04-06-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions) • Transfer office money to bank • Inventory (check items in the kitchen)	GMO Office
3.	Wednesday, 05-06-2024	• Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	GMO Office

Source: Processed Data, 2024

3.5 Obstacles and Solution

3.5.1 Obstacles

During the field Apprenticeship at Unigraha Hotel in the GMO department, some of the problems encountered were as follows:

1. There are not always enough order folders to archive all nigth audit report documents.

2. There are often problems with transportation when sending documents to the factory office.

3. The hole punch is often damaged during use.

3.5.2 Solution

The solutions to the problems encountered during on-the-job training, which we hope to implement in the future, are as follows:

1. Inform the administration about the shortage of order folders so that they can take appropriate measures.

2. Create a delivery schedule that is consistent and in line with the factory office's operational schedule to prevent congestion and disruptions.

3. Regularly inspect the paper punch, including cleaning and replacing damaged parts, to improve performance.

CHAPTER IV

CONCLUSIONS AND SUGGESTION

4.1   Conclusions

During the Apprenticeships Program at Unigraha Hotel in the GMO department, the author managed to gain a practical understanding in applying the concepts learned in college. This allowed the author to implement the knowledge effectively during the apprenticeship period. The Apprenticeships Program acts as a vehicle for students to get to know the real work environment and understand the conditions that will be faced after graduation. From the Apprenticeships report, it can be concluded that a number of theories and practices learned during lectures have been applied well during the apprenticeship practice. Examples include the application of computer applications, inventory management, accounting, filing, and financial management. The following conclusions can be drawn from the apprenticeship experience:

1.   The specifications of the work performed at Unigraha Hotel include checking the Night Audit Invoice Report (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and specific category transactions), transferring office money to the bank, and sending invoice documents to the factory office. Other tasks include making labels in Excel, checking sales data, inputting cost food data, inventory (checking items in the kitchen), placing all documents into archive boxes, and labeling archive boxes according to existing documents.

2.   The apprenticeship targets at Unigraha Hotel includes several key aspects. First, understanding and mastering the Night Audit process and verifying financial statements accurately. Second, skills in transferring money to the bank and sending invoice documents carefully. Furthermore, improving the ability to use Microsoft Excel, checking sales data, and inputting cost food data with a high level of accuracy. In addition, develop the ability to inventory goods and manage archives neatly. Finally, demonstrate good teamwork and communication skills with coworkers.

3. During the apprenticeship at Unigraha Hotel, the software used was Microsoft Word and Microsoft Excel, while the equipment used included a printer as a printing machine, as well as equipment such as shopping baskets, pens, scissors, hole punches, staplers, calculators, and file boxes. The data required includes purchase and sales data, night audit report documents, and the names of documents to be archived.

4.2 Suggestion

After completing field Apprenticeships at PT Riau Andalan Pulp and Paper and Unigraha Hotel, the author provides the following personal suggestions:

1. Students are advised to familiarise themselves with the various personalities of employees at the hotel and be proactive in interacting with them. This includes asking the mentor or apprenticeship coordinator to make it easier to adapt to the work environment.

2. It is important to maintain a respectful attitude and appropriate behaviour when communicating with company employees so as not to hurt their feelings.

3. If given access to hotel passwords or accounts, it is advisable to maintain trust by immediately informing the mentor of any problems or password changes. Hotel data is confidential, so care needs to be taken in its use.

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APPENDICES

Appendix 1: Logbook of Daily Activities

Name   : Hayanti

Date   : 05 - 07 February 2024

No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	ID Badge creation, agreement letter signing, and departmental division	Anggun Desi Syari	
2.	Debrief and Overview of the company		
3.	Brief on safety induction		
	Notes from Industry Advisors		

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Badge ID creation and signing MoUs enable easy access to PT Rapp system services by creating Badge ID and MoU, facilitating easy usage of provided services.
2.		ALI (April Learning Institute) conducts debriefing activities and company overviews to provide comprehensive understanding of the company and equip participants with necessary knowledge and skills for effective organizational goals achievement.

| 3. | | The 'Safety Induction activity at SafetyCampus post 2 aims to educate individuals on safety protocols before starting a task or job. |

Name   : Hayanti

Date   : 12 - 17 February 2024
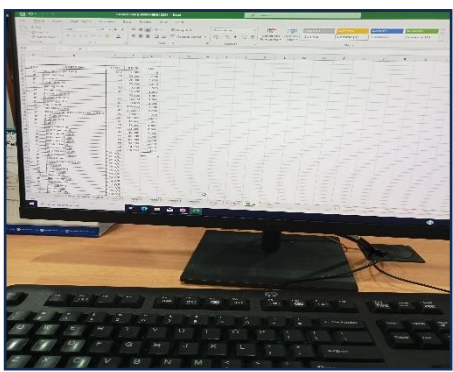
No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Introduction to the Unigraha Hotel and Introduction to the 6s program	Anggun Desi Syari	
2.	Check bill transfer transaction data		
	Notes from Industry Advisors		

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Conducted an introduction to the unigraha hotel guided by HRD to find out about the unigraha hotel, as well as the introduction of the 6s concept.
2.		Checking the transfer bill data to ensure the accuracy and completeness of the information before the data entry process.

Name : Hayanti

Date : 19 - 24 February 2024

No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Learn to check cost food data	Anggun Desi Syari	
2.	Input cost food data		
3.	Check the cost food data		
	Notes from Industry Advisors		

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Carefully check existing menu data and enter food cost data into the system to ensure that each piece of information is recorded accurately and completely.

Name   : Hayanti
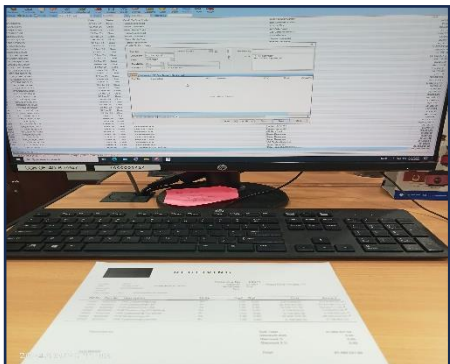
Date   : 26 - 02 March 2024

No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Check Night Audit Invoice Reports (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and selected category transactions)	Anggun Desi Syari	
2.	Input the invoice report into the file box		
3.	Create file name in excel		
Notes from Industry Advisors			

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Checking the night audit report and saving the report file into the file box neatly and orderly into the appropriate file box.

Name   : Hayanti

Date   : 04 - 09 March 2024
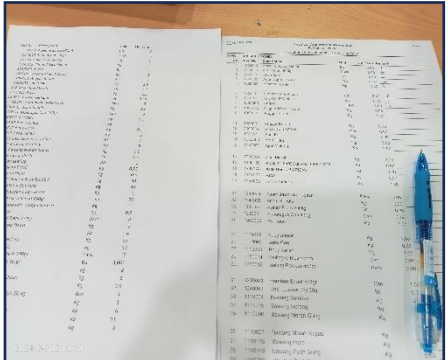
No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Input food cost data and Inventory (check items in the kitchen)	Anggun Desi Syari	
2.	Deliver invoice letter to mill office		
Notes from Industry Advisors			

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Input cost food data and Inventory (check items in the kitchen) which is a thorough check of available items in the kitchen to verify stock availability and assess the quality and freshness of products.

Name   : Hayanti

Date   : 11 - 16 March 2024

No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Input data on food costs	Anggun Desi Syari	
2.	Check data cost food		
Notes from Industry Advisors			

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Inputting menu data into the system carefully and checking cost food data to ensure every cost food data is recorded correctly and completely.

Name   : Hayanti

Date   : 18 - 23 March 2024

No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Check Invoice Night Audit Report (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and category specific transactions)	Anggun Desi Syari	
2.	Deliver invoice letter to mill office		
Notes from Industry Advisors			

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Check the invoice night audit report to ensure the accuracy of the financial and operational data recorded in the report and deliver the invoice letter to the mill office.

Name   : Hayanti

Date   : 25 - 30 March 2024

No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Check Invoice Night Audit Report (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and category specific transactions)	Anggun Desi Syari	
2.	Input food cost data and Inventory (check items in the kitchen)		
3.	Deliver invoice letter to mill office		
Notes from Industry Advisors			

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Entered menu data into the system from item name to price and description, to ensure accuracy.
2.		Inventory refers to the process of thoroughly checking everything available in the kitchen to verify stock availability and evaluate the quality and freshness of items.

Name   : Hayanti

Date   : 01 - 06 April 2024

No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Deliver invoice letter to mill office	Anggun Desi Syari	
2.	Input the invoice report into the file box		
	Notes from Industry Advisors		

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Putting a report or document into a storage place called a file box is done to keep the document clean and organized, making it easier to find and access the information needed in the future.

Name   : Hayanti

Date   : 22 - 27 April 2024

No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Check Invoice Night Audit Report (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and category specific transactions)	Anggun Desi Syari	
2.	Transfer office money to bank		
3.	Deliver invoice letter to mill office		
Notes from Industry Advisors			

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Delivering invoice documents to the factory office aims to ensure that our transactions are well documented and simplify administrative processes on both sides.

Name   : Hayanti

Date   : 28 - 04 May 2024

No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Check Invoice Night Audit Report (Daily revenue report, outlet daily report, room statistics, Cash, Bank transfer, Qris, Credit card, Ledger, and category specific transactions)	Anggun Desi Syari	
2.	Input food cost data		
Notes from Industry Advisors			

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Checking the Night Audit report is an important step to ensure the accuracy and accuracy of the information contained in the financial statements.

Name   : Hayanti

Date   : 28 - 04 May 2024
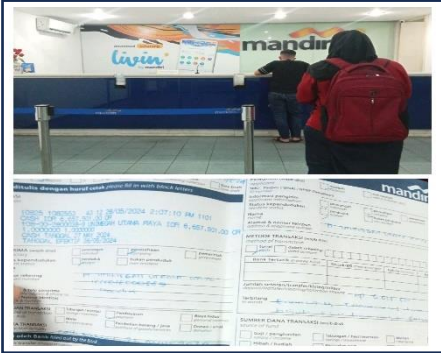
No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Transfer office money to bank	Anggun Desi Syari	
2.	Input the invoice report into the file box		
Notes from Industry Advisors			

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Putting invoice letters into a file box is an important step in the process of organized storage and documentation. It guarantees the reliability of transaction-related and financial documents for easy access in the future, and ensures that financial records can be trusted for future auditing or reference purposes. In addition, this practice helps smooth the tracking and settlement of payments to suppliers, and improves the overall efficiency of administrative management.

Name   : Hayanti

Date   : 06 - 11 May 2024
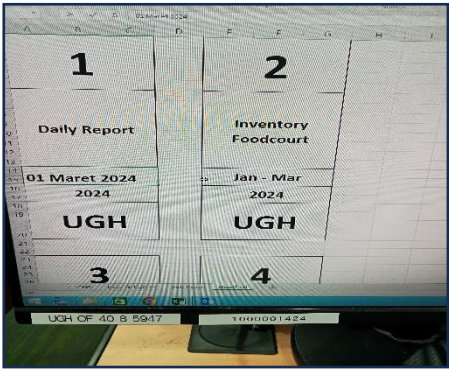
No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Input the invoice report into the file box	Anggun Desi Syari	
2.	Transfer office money to bank		
3.	Deliver invoice letter to mill office		
Notes from Industry Advisors			

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Transferring money from the office to the bank and delivering invoice letters to the factory office are important steps to ensure the smooth financial and administrative flow of the company. These actions ensure that payments to suppliers and employees are not hampered, while ensuring accurate documentation of transactions and maintaining smooth production at the factory. This is an important contribution to the company's smooth operations and future sustainability.

Name   : Hayanti

Date   : 06 - 11 May 2024

No	DESCRIPTION OF ACTIVITIES	ASSIGNMENT OF TASKS	SIGN
1.	Create file names in excel	Anggun Desi Syari	
2.	Input the invoice report into the file box		
Notes from Industry Advisors			

No	FIGURE OF WORKING ACTIVITIES	NOTES
1.		Creating file box names in Excel aims to make it easier to identify and manage files, so that any information stored in the file can be accessed more easily and efficiently in the future.

Appendix 2: Reply Letter for Apprenticeship

APRIL

PT Riau Andalan Pulp and Paper
Jakarta Office
Jalan Teluk Betung No. 31
Jakarta 10230, Indonesia
Tel. : +62 21 3193 0134   Fax. : +62 21 3144 604

Mill Office:
Jalan Lintas Timur, Pangkalan Kerinci
Kabupaten Pelalawan
Riau 28300, Indonesia
Tel. : +62 761 491 000   Fax. : +62 761 491 846

www.aprilasia.com
www.paperone.com

Nomor   : Ͱɔᴄ/VI/IIICR/KP/RAPP/2024
Lamp   : -
Hal   : Surat Keterangan Magang

Kepada Yth,
Direktur Politeknik Negeri Bengkalis

Di –

    Tempat

Dengan hormat,
Sehubungan dengan telah berakhirnya Kerja Praktek (KP) di pada PT RAPP, untuk Mahasiswa sebagai berikut:

NO	Nama	NIM	Jurusan
1	Dimas Alif Alfikri	5404201327	D4 – Administrasi Bisnis Internasional
2	Nisa Asysyhfa	5404201304	D4 – Administrasi Bisnis Internasional
3	Sindi Ayu Lestari	5404201345	D4 – Administrasi Bisnis Internasional
4	Ainil Aulia	5404201313	D4 – Administrasi Bisnis Internasional
5	Juanda	5404201271	D4 – Administrasi Bisnis Internasional
6	Hayanti	5404201291	D4 – Administrasi Bisnis Internasional
7	Nurul Fajar	5404201258	D4 – Administrasi Bisnis Internasional

Dengan ini menerangkan bahwa mahasiswa tersebut diatas telah selesai melaksanakan kerja praktek di PT Riau Andalan Pulp and Paper (PT.RAPP) pada 05 Februari 2024 s/d 05 Juni 2024. Demikian Surat keterangan ini dibuat untuk dapat dipergunapkan sebagaimana mestinya.

Pangkalan Kerinci,   Juni 2024

Tengku Kespandiar, ST., MM
Campus Relation Manager

Appendix 3: Company Visits

Appendix 4: Photos of Apprenticeship documentation

Appendix 5: Apprenticeship Certificate

HOTEL UNIGRAHA KERINCI

Certificate of Completion

This Certified that

HAYANTI
student of :

POLITEKNIK NEGERI BENGKALIS
(jurusan: Administrasi Bisnis Internasional)

Has successfully completed on the job Training at
Hotel Unigraha in Department of :

GMO / Admin & General

From February 5th, 2024 - June 5th, 2024

ARE Khalmi
General Manager

Hotel Unigraha, Telephone (62) 0761-95 555 Facsimile (62) 0761 95 666 PO. BOX 0511319 Pekanbaru - Riau, Sumatera - Indonesia 28300

Appendix 6: Apprenticeship Assessment Sheet

EVALUATION RESULT FROM APPRENTICESHIP COMPANY APPRASIAL

PT. Riau Andalan Pulp and Paper (PT. RAPP)
HOTEL UNIGRAHA
Jl. Lintas Timur, Pangkalan Kerinci Kota,
Kec. Pangkalan Kerinci, Kabupaten Pelalawan, Riau 28654

Name   : Hayanti
NIM   : 5404201291
Study Program   : International Business Administration
College   : State Polytechnic of Bengkalis

No	Assessment Aspect	Percentage	Score
1.	Discipline	20%	85
2.	Responsibility	25%	80
3.	Adjustment/Adaptation	10%	70
4.	Work Result	30%	80
5.	Behavior in General	15%	85
	Total (1+2+3+4+5)	100%	- 400 -

Explanation:

Score	: Criteria
81 – 100	: Excellence
71 – 80	: Very Good
66 – 70	: Good
61 – 65	: Good Enough
56 – 60	: Enough

Notes:

In over all, Hayanti has a good personality & discipline during training in unigraha hotel. Point to be improve are to remove barrier and build self confidance to communicate with others.

Pangkalan Kerinci, June 05th 2024

(......... AFIF KHATRI

Appendix 7: Apprenticeship Attendence List

LIST OF ATTENDENCE

UNIGRAHA HOTEL PT. RIAU ANDALAN PULP AND PAPER (RAPP)

Name   : Hayanti

NIM   : 5404201291

Department : Finance

No	Date	Morning		Afternoon		Signature
		In	Out	In	Out	
1.	Monday, 12 February 2024	07:58	12:00	01:30	17:00	
2.	Tuesday, 13 February 2024	07:56	12:00	01:30	17:00	
3.	Wednesday, 14 February 2024	**Holiday (National Election Day)**				
4.	Thursday, 15 February 2024	07:55	12:00	01:30	17:00	
5.	Friday, 16 February 2024	07:45	12:00	01:30	17:00	
6.	Saturday, 17 February 2024	07:55	12:00	01:30	17:00	
7.	Monday, 19 February 2024	07:58	12:00	01:30	17:00	
8.	Tuesday, 20 February 2024	07:57	12:00	01:30	17:00	
9.	Wednesday, 21 February 2024	07:57	12:00	01:30	17:00	
10.	Thursday, 22 February 2024	07:57	12:00	01:30	17:00	
11.	Friday, 23 February 2024	07:49	12:00	01:30	17:00	
12.	Monday, 26 February 2024	08:00	12:00	01:30	17:00	
13.	Tuesday, 27 February 2024	07:51	12:00	01:30	17:00	
14.	Wednesday, 28 February 2024	07:54	12:00	01:30	17:00	
15.	Thursday, 29 February 2024	07:59	12:00	01:30	17:00	

Pelalawan, 29 February 2024
Mentor

Agung Desy Syari

LIST OF ATTENDENCE

UNIGRAHA HOTEL PT. RIAU ANDALAN PULP AND PAPER (RAPP)

Name   : Hayanti

NIM   : 5404201291

Department   : Finance

No	Date	Morning		Afternoon		Signature
		In	**Out**	**In**	**Out**	
1.	Friday, 01 March 2024	07:45	12:00	01:30	17:00	
2.	Saturday, 02 March 2024	07:48	12:00	-	-	
3.	Monday, 04 March 2024	07:58	12:00	01:30	17:00	
4.	Tuesday, 05 March 2024	07:49	12:00	01:30	17:00	
5.	Wednesday, 06 March 2024	08:03	12:00	01:30	17:00	
6.	Thursday, 07 March 2024	07:55	12:00	01:30	17:00	
7.	Friday, 08 march 2024	07:50	12:00	01:30	17:00	
8.	Monday, 11 March 2024	**Holiday (Hari Suci Nyepi)**				
9.	Tuesday, 12 March 2024	07:38	12:00	01:30	17:00	
10.	Wednesday, 13 March 2024	07:53	12:00	01:30	17:00	
11.	Thursday, 14 March 2024	07:55	12:00	01:30	17:00	
12.	Friday, 15 March 2024	07:30	12:00	01:30	17:00	
13.	Saturday, 16 March 2024	07:50	12:00	-	-	
14.	Monday, 18 March 2024	07:56	12:00	02:00	-	
15.	Tuesday, 19 March 2024	**Sick (Call in Sick)**				
16.	Wednesday, 20 March 2024	07:39	12:00	01:30	17:00	
17.	Thursday, 21 March 2024	07:50	12:00	01:30	17:00	
18.	Friday, 22 March 2024	07:15	12:00	01:30	17:00	
19.	Monday, 25 March 2024	07:49	12:00	01:30	17:00	
20.	Tuesday, 26 March 2024	07:58	12:00	01:30	17:00	
21.	Wednesday, 27 March 2024	07:38	12:00	01:30	17:00	
22.	Thursday, 28 March 2024	08:38	12:00	01:30	17:00	
23.	Friday, 29 March 2024	07:45	12:00	01:30	17:00	
24.	Saturday, 30 March 2024	07:55	12:00	-	-	

Pelalawan, 30 March 2024
Mentor

Agung Desy Syari

LIST OF ATTENDENCE

UNIGRAHA HOTEL PT. RIAU ANDALAN PULP AND PAPER (RAPP)

Name   : Hayanti

NIM   : 5404201291

Department   : Finance

No	Date	Morning		Afternoon		Signature
		In	Out	In	Out	
1.	Monday, 01 Apr 2024	07:45	12:00	01:30	17:00	
2.	Tuesday, 02 Apr 2024	07:48	12:00	-	-	
3.	Wednesday, 03 Apr 2024	07:58	12:00	01:30	17:00	
4.	Thursday, 04 Apr 2024	07:49	12:00	01:30	17:00	
5.	Friday, 05 Apr 2024	08:03	12:00	01:30	17:00	
6.	Monday, 08 Apr 2024	**Holiday (Eid al-Fitr)**				
7.	Tuesday, 09 Apr 2024	**Holiday (Eid al-Fitr)**				
8.	Wednesday, 10 Apr 2024	**Holiday (Eid al-Fitr)**				
9.	Thursday, 11 Apr 2024	**Holiday (Eid al-Fitr)**				
10.	Friday, 12 Apr 2024	**Holiday (Eid al-Fitr)**				
11.	Saturday, 13 Apr 2024	**Holiday (Eid al-Fitr)**				
12.	Monday, 15 Apr 2024	**Holiday (Eid al-Fitr)**				
13.	Tuesday, 16 Apr 2024	**Holiday (Eid al-Fitr)**				
14.	Wednesday, 17 Apr 2024	**Holiday (Eid al-Fitr)**				
15.	Thursday, 18 Apr 2024	**Holiday (Eid al-Fitr)**				
16.	Friday, 19 Apr 2024	**Holiday (Eid al-Fitr)**				
17.	Saturday, 20 Apr 2024	**Holiday (Eid al-Fitr)**				
18.	Monday, 22 Apr 2024	07:25	12:00	01:30	17:00	
19.	Tuesday, 23 Apr 2024	07:28	12:00	01:30	17:00	
20.	Wednesday, 24 Apr 2024	07:36	12:00	01:30	17:00	
21.	Thursday, 25 Apr 2024	07:40	12:00	01:30	17:00	
22.	Friday, 26 Apr 2024	07:47	12:00	01:30	17:00	
23.	Saturday, 27 Apr 2024	07:48	12:00	-	-	
24.	Monday, 29 Apr 2024	07:25	12:00	01:30	17:00	
25.	Tuesday, 30 Apr 2024	07:28	12:00	01:30	17:00	

Pelalawan, 30 Apr 2024
Mentor

Agung Desy Syari

LIST OF ATTENDENCE

UNIGRAHA HOTEL PT. RIAU ANDALAN PULP AND PAPER (RAPP)

Name   : Hayanti

NIM   : 5404201291

Department   : Finance

No	Date	Morning		Afternoon		Signature
		In	Out	In	Out	
1.	Wednesday, 01 May 2024	Holiday (International Workers)				
2.	Thursday, 02 May 2024	07:28	12:00	01:30	17:00	
3.	Friday, 03 May 2024	07:27	12:00	01:30	17:00	
4.	Monday, 06 May 2024	07:30	12:00	01:30	17:00	
5.	Tuesday, 07 May 2024	07:35	12:00	01:30	17:00	
6.	Wednesday, 08 May 2024	07:32	12:00	01:30	17:00	
7.	Thursday, 09 May 2024	Holiday (Ascension of Isa al Masih)				
8.	Friday, 10 May 2024	07:45	12:00	01:30	17:00	
9.	Saturday, 11 May 2024	07:39	12:00	-	-	
10.	Monday, 13 May 2024	07:30	12:00	01:30	17:00	
11.	Tuesday, 14 May 2024	07:28	12:00	01:30	17:00	
12.	Wednesday, 15 May 2024	07:28	12:00	01:30	17:00	
13.	Thursday, 16 May 2024	07:35	12:00	-	-	
14.	Friday, 17 May 2024	07:48	12:00	01:30	17:00	
15.	Monday, 20 May 2024	07:30	12:00	01:30	17:00	
16.	Tuesday, 21 May 2024	07:25	12:00	01:30	17:00	
17.	Wednesday, 22 May 2024	07:33	12:00	01:30	17:00	
18.	Thursday, 23 May 2024	Holiday (Vesak Day)				
19.	Friday, 24 May 2024	07:45	12:00	01:30	17:00	
20.	Saturday, 25 May 2024	07:47	12:00	-	-	
21.	Monday, 27 May 2024	07:24	12:00	01:30	17:00	
22.	Tuesday, 28 May 2024	07:28	12:00	01:30	17:00	
23.	Wednesday, 29 May 2024	07:29	12:00	01:30	17:00	
24.	Thursday, 30 May 2024	07:37	12:00	01:30	17:00	
25.	Friday, 31 May 2024	07:30	12:00	01:30	17:00	
26.	Monday, 03 June 2024	07:38	12:00	01:30	17:00	
27.	Tuesday, 04 June 2024	07:45	12:00	01:30	17:00	

Pelalawan, 01 June 2024

Mentor

Agung Desy Syari