

APPRENTICESHIP REPORT
AT FAVEHOTEL NAGOYA BATAM

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

By:

MUHAMAD SURYA WAHYU PUTRA

Reg. Number 5203201140



ENGLISH STUDY PROGRAM
LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS

2023

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APPROVAL SHEET

This apprenticeship report written by Muhamad Surya Wahyu Putra with Reg. Number 5203201140 who had done apprenticeship at Favehotel Nagoya Batam started from February 20th to June 20th, 2023 by the following advisor:

Batam, June 20th, 2023

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Approved by:

**Head of English Study Program
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ACCEPTENCE SHEET

This is to certify that we have been examined the apprenticeship report of Muhamad Surya Wahyu Putra with Reg. Number 5203201140 who has done the apprentices at Favehotel Nagoya Batam started from February 20th to June 20th, 2023. 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 by the apprenticeship report examine committee had been made.

Bengkalis, July 13th, 2023

Accepted by:

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ACKNOWLEDGEMENT

Praise gratitude submitted to the God who always gives blessing that help me complete and finish this apprenticeship report at Favehotel Nagoya Batam timely.

The author is very grateful to certain parties who have helped and provided guidance during the job training. The attitude of hospitality, kinship, discipline, openness, mutual help and attention given greatly helped the author in completing this Job Training and the author would like to express his deepest gratitude to:

1. Johny Custer, ST.,MT as the Director of State Polytechnic of Bengkalis
2. Diah Paramita Sari, M.Pd as the Head of Language Department
3. Ari Satria, M.Pd. B.I as the Head of D-III English Study Program
4. Aswandi, M.Pd as the Head of D-IV English for Business and Professional Communication Study Program
5. Agnes Arum Budiana, M.Pd as the Coordinator of Apprenticeship
6. Boni Saputra, M.Pd as the Advisor of Apprenticeship Report
7. Jimmy Ridel Tangkere as a advisor for this apprenticeship
8. All family members who gave never ending contributions in material and moral
9. All friends of English Study Program, especially for the sixth semester students of English Study Program

There might be many mistakes in the writing of this apprenticeship report. Therefore, any suggestions and critics from any parties are very important in making this report

Bengkalis, July 13th, 2023

Author

Muhamad Surya Wahyu Putra

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CHAPTER I

INTRODUCTION

1.1. Background of Apprenticeship

Apprenticeship is a program to get essential skills and recognized qualifications. The program is a combination of classroom and work learning training to create skilled, capable, qualified and professional human beings for the world of work. Skills and qualifications during the apprenticeship process are available for a variety of careers and jobs with apprenticeship level. The level of apprentices is including entry level, supervisor level, and manager level. Every level of apprenticeship is trained by professionals and the time required depends on the length of the apprenticeship provided by the campus. Success Internships will build trust and great achievement in the work environment.

State Polytechnic of Bengkalis is a vocational high education institution that have eight departments including Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime. There are two mandatory graduations requirements for Students at State Polytechnic of Bengkalis, they are apprenticeship and final project. Apprenticeship is supposed to do in organizations or institutions that are appropriate and related to the major and background of the student. This program aims to provide students the flexibility, work ethic, and responsibility they need to succeed in the workplace, particularly those that contribute to the knowledge and skills they learn in lectures. Additionally, apprenticeships provide students with a wealth of knowledge and experience that may be used as a guide in the workplace and on the job.

English Study Program is one of study program of State Polytechnic of Bengkalis under the Language Department. The Students of the English Study Program are prepared to have competencies that are able to communicate not only

in English both spoken and writing, able to manage, operate, understand professional ethics, and Mastering public speaking but also master in office administration.

This internship was held at Favehotel Nagoya Batam, Jalan Imam Bonjol, Batam City, Riau Islands. This internship is intended to apply and fulfill student competencies. This internship opportunity at Favehotel Nagoya Batam was carried out from February 20 to June 20, 2023 in the Front Office section of Favehotel Nagoya Batam. The reason for choosing this hotel is because Favehotel Nagoya Batam is one of the companies that has a great influence in the field of tourism. In addition, all insights and knowledge both in the field of language and hospitality administration that have been obtained during lectures can be applied in the world of work such as in this hotel. Hopefully this program can provide more experience for interns.

1.2. Purpose of the Apprenticeship

The purpose of the apprenticeship as follows:

1. To find out work program conducting in Front Office Section of Favehotel Nagoya Batam
2. To know the working procedures applied at Front Office Favehotel Nagoya Batm
3. To know the administration used in the Front Office of Favehotel Nagoya Batam

1.3. Significance of the Apprentice

1.3.1. Significance for the Apprenticeship

Internships provide opportunities for interns to apply the knowledge they have learned during college and gain new knowledge that is very useful to help and hone students' abilities. In addition, this program also aims to help alleviate some of the work at Favehotel so that it can be completed more quickly. After its application in the work environment, interns can find out how to work independently and in teams.

1.3.2. Significance for State Polytechnic of Bengkalis

Apprenticeship helps Polytechnic to prepare and improve skillful students who are ready to work and compete after completing their studies. In addition, with the apprenticeship program can strengthen the cooperation and socialization between State Polytechnic of Bengkalis and the agency or organization where the apprentices are, one of which is the Favehotel Nagoya Batam Kepulauan Riau.

1.3.3. Significance for the Company

This internship program helps to enhance the image and branding of Favehotel Nagoya Batam by promoting its reputation and the hotel is also very responsive to student interns. In addition because the interns have previous experience, it is easier for the hotel to identify and recruit exchange students and experienced staff.

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2.1. Company History

Archipelago International, previously known as Aston International, is one of the leading hotel operators in Indonesia with a portfolio of more than 60 hotels and 12,000 rooms and more than 80 properties under construction in Indonesia, the Philippines and Malaysia. Archipelago operates several hotels under the branded hotel names Grand Aston, Aston, Aston City, Alana, Harper, Quest, Fave Hotels, NEO and Kamuela which offer a choice between luxury villas with private pools to apartments and select service economy class hotels. Archipelago International's vision is "to be universally recognized as the preferred hospitality management company in Asia Pacific" or to become universally known as the most preferred hospitality management company in Asia Pacific. The mission of Archipelago International is "we are a hospitality management company managing hotels, resorts, serviced apartments and villas in Asia Pacific", we are a hospitality management company managing hotels, resorts, apartments and villas in Asia Pacific. Several stages of activity contribute to the success of Archipelago International's entire management organization. These activities are key to the success and management philosophy of Archipelago International.

Favehotel Nagoya Batam is strategically located in the main commercial area of Batam City with easy access from the hotel to Nagoya hill mall, Grand mall, Hang Nadim International Airport, Batam Center, and HarborBay International Ferry Terminal. In the Favehotel area, there are also halal and non-halal food places available which makes it very easy for visitors to find food, an ideal place to stay and relax during business trips or vacations.



Sources: www.favehotels.com

Figure 2.1 Building Favehotel Nagoya Batam

2.2. Vision and Mission

2.2.1 Vision

To be widely recognized as the preferred hospitality company for guests, owners and employees whenever we operate.

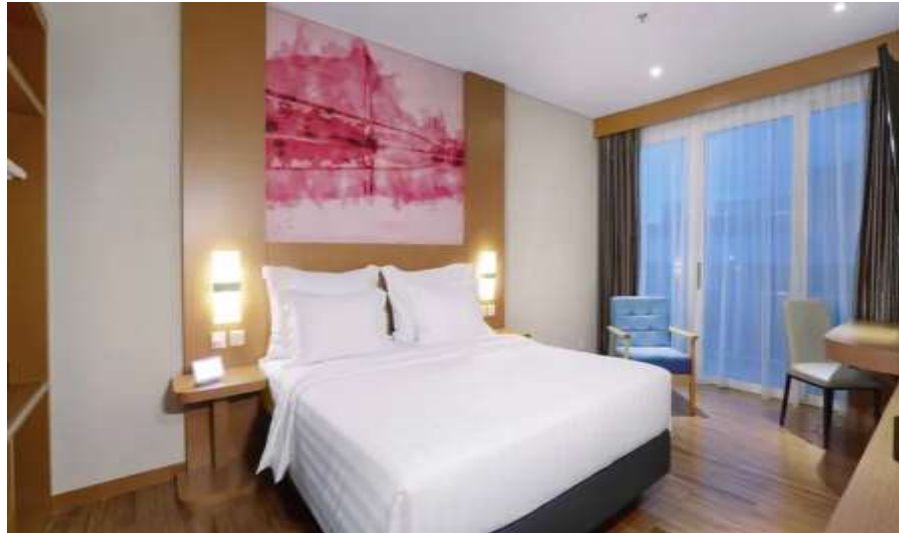
2.2.2 Mission

Exceeding guest expectation in all our hotels, helping our staff develop their careers while supporting owners in designing, creating and successfully operating a “best in class” hotel that they can be proud of.

2.3. Kind of Business

Favehotel Nagoya Batam opened in August 2022, the hotel has a luxurious and elegant design with rooms ranging from 32 square meters to 65 square meters and is designed with a balcony in each room to provide a comfortable and quiet stay. Favehotel Nagoya Batam has 119 rooms with two types of rooms, faveroom and fabroom. Not only that, Favehotel Nagoya Batam also provides spa services

that can pamper its guests, with Indian aromatherapy which is open for 24 hours and services are carried out in the hotel guest room.



Sources : www.favehotels.com
Figure 2.2 Faveroom



Sources : www.favehotels.com
Figure 2.3 Fabroom

2.4. Organizational Structure

Organizational structure is a system or network of tasks, reporting, and communication mechanisms that connects both individual and group work. The structure is designed with the intention of ensuring that the organization is designed in the best way to achieve its goals and objectives. The activities of the company will not operate smoothly without a good organizational structure because it is unclear who should complete a task. It is obvious that the organizational structure can set clear boundaries while also being responsible for the work.

The author has completed 4 months of practical work at Favehotel Nagoya Batam as an intern, from February 20 to June 20, 2023. The internship was conducted in the Front Office Department for 4 months. The organizational structure of Favehotel Nagoya Batam can be seen below.

ORGANISATION CHART

favehotel
Nagoya · Batam



Figure 2.4 1Organizational Structure of Favehotel Nagoya Batam

Each of the job in organizational structure has its own responsibility and duty to reach the goals of its organization. These are the descriptive of each position:

1. General Manager

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

- a. Perform data analysis of all employees. Later, this data will be used as a reference to improve employee performance in the future.
- b. Control the company's daily operations to create a harmonious work environment.
- c. Carry out supervision related to selection, training, and supervise staff.
- d. Plan and supervise bars, restaurants, and conference rooms.
- e. Be able to work quickly and effectively so that other employees will also emulate them as exemplary workers worth emulating.

2. Operational Manager

Operational Duties and Responsibilities of Hotel Managers
Operations manager is a position that is held in the context of full control of the operation of the hotel, a department that is specifically dedicated to maintaining the quality and operation of the hotel according to predetermined standards so that by providing the main benchmark all staff can work according to standards.

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

- a. Implement standard operating procedures for all staff and maintain and control their implementation in the field. With good control, the staff will always work without deviating from the existing standards.
- b. Control purchasing activities, which are carried out by the purchasing staff, to avoid excessive spending. With good control, there will be a balance between purchases and income, ensuring the achievement of income targets.

- c. Maintain all hotel facilities to function as expected. Therefore, an operations manager is required to actively check for any deficiencies and errors in facility performance, which are then reported to the accounting department for the allocation of approved repair funds by the general manager.
- d. Sales control involves monitoring the number of sales made per month and per year, which are used for consideration.
- e. Apart from their responsibilities in maintaining hotel operations, the operations manager also has a position within the human resources department. Therefore, their performance will still be reported, even though the operations manager also provides a separate report on all employee operations, which must be reported annually to the general manager.

3. Accounting Department

- a. The accounting department is a structural part of the hotel which is responsible for controlling and supervising all costs incurred by the hotel. Likewise with all incoming income.
- b. Recording in a financial bookkeeping, recapitulating various evidence of financial transactions (purchasing various materials for hotels, from various other departments).

4. Front office

In the hospitality industry, Front Offices have different responsibilities that are not the same as Front Offices in other industries. Some of the main duties of the hotel front office include:

- a. Reservation booking
Helping customers to check & confirm room orders that have been ordered via online booking or ordering directly or on the spot.
- b. Register guests to vacant rooms
After the hotel order is confirmed, the Front Office must find an empty room according to the type of room ordered.

- c. Professional guest advisor

In addition, the duties of the Front Office are also guest advisors who provide advice on guest needs during their stay at the hotel so that satisfaction is guaranteed.

- d. Maintain and settle guest accounts

The Front Office must have detailed and adept capabilities in viewing data or guest accounts that will check in or check out.

- e. Maintain guest history records

The Front Office is obliged to maintain the confidentiality of guest data from outsiders. Unless, it concerns the matter of the need for police or state investigations.

5. Engineering department

Engineering department is a technical department that has the duty and authority to handle technical matters that are closely related to the smooth use of facilities and assets so that they can be more effective and efficient.

there are two divisions of work from the field of engineering including

- a. The Chief Engineer (director of building operations) is the person entrusted with managing the engineering department as a whole
- b. While Engineering Staff are employees who work to carry out technical maintenance and take preventive actions to protect company assets.

6. Personalia (HRD)

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

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

- a. Recruitment
- b. Retention
- c. Training
- d. General affair

7. Sales and marketing

- a. Provide guidance regarding the use of hotels to clients or prospective clients.
- b. Communicating with hotel clients.
- c. Make offers of cooperation and promotions to clients.
- d. Develop a package offering hotel facilities.

Creating a new breakthrough as a hotel marketing trick

8. Housekeeping Department

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

Housekeeping has a division of work including the following :

a. Room section

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

b. Public area section

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

c. Laundry section

This section is responsible for washing, ironing and folding all the fabrics used in the hotel. This includes providing laundry services to guests (this service is not free, a fee will be charged when the guest checks out). All fabrics belonging to the hotel include bath towels, bathrobes, curtains, bed sheets and blankets. In some hotels, employee uniforms are also included as the responsibility of this section.

2.5 Document Used for Activity

There are several documents used for activities during the Apprenticeship, as follows:

- a. Micellaneous
- b. Room / Rate Change Form
- c. Paid Out / Refund
- d. Spa – Guest Treatment Card
- e. Receipt

CHAPTER III

SCOPE OF APPRENTICESHIP

3.1. Job Description

Internship started on February 20 to June 20 at Favehotel Nagoya Batam. Working according to the predetermined schedule from 09.00-17.00. There are several kinds of main work done during the internship at Favehotel Nagoya Batam, which are as follows::

1. Serving Check-in
2. Serving Check-out
3. Edit Registration Card
4. Showing Room
5. Making a hotel Room keys
6. Making Sales Reservation
7. Fill in the OTA Commissions
8. Answering phone calls
9. Luggage Handling

3.2. Working Procedure

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

There were several working procedure which was conducted the duties and explained as follow:

1. Serving Check – in Process

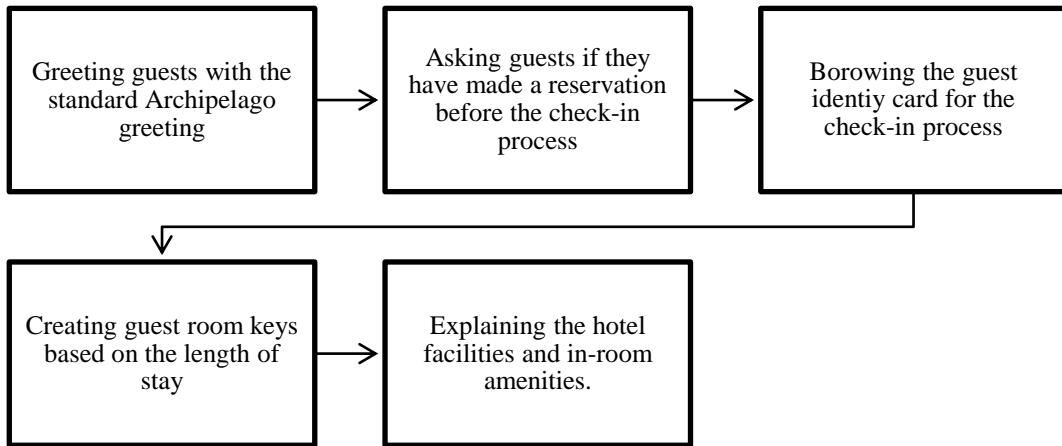
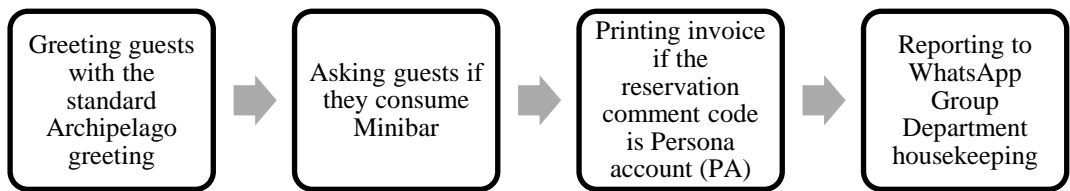
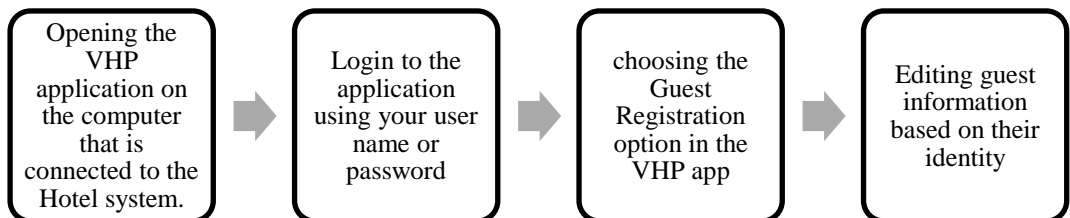


Figure 3.1 Chek-in guest

2. Serving Check-out process



3. Editing Registration Card



4. Showing Room



5. Creating a hotel Room Keys

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

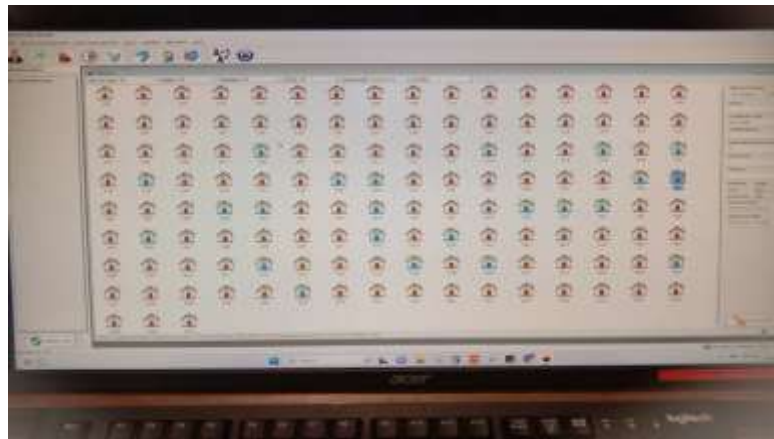
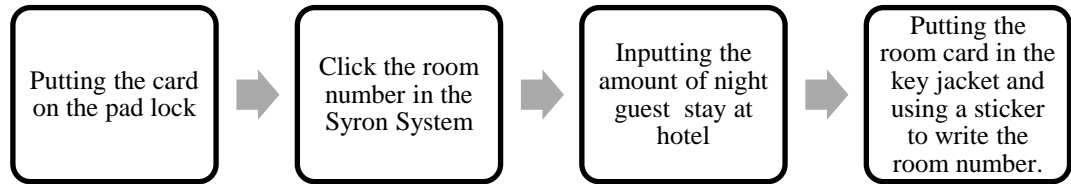
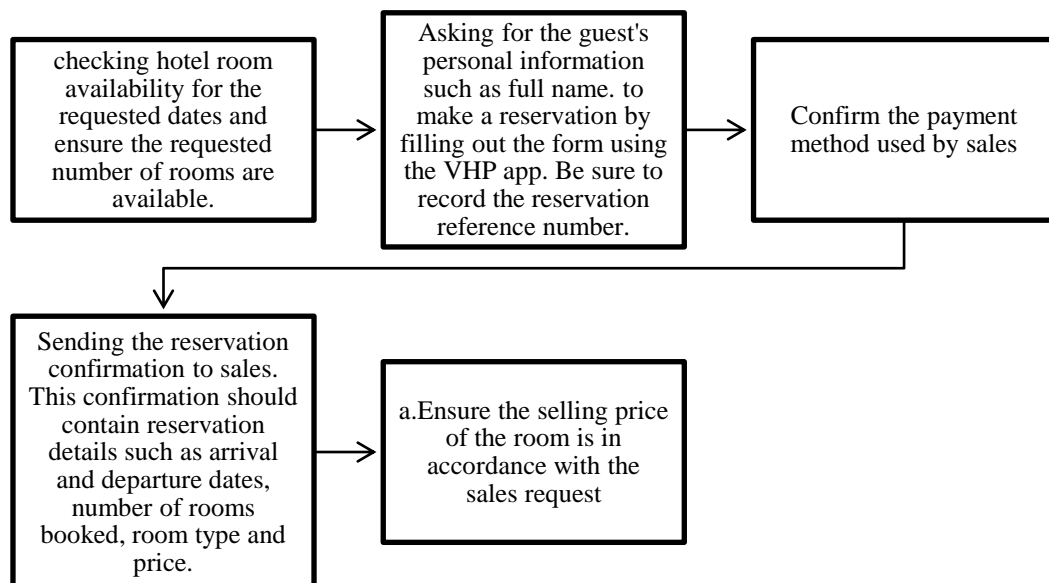


Figure 3.2 Application to Creating The Keys

6. Making sales reservation

steps in making a new reservation:



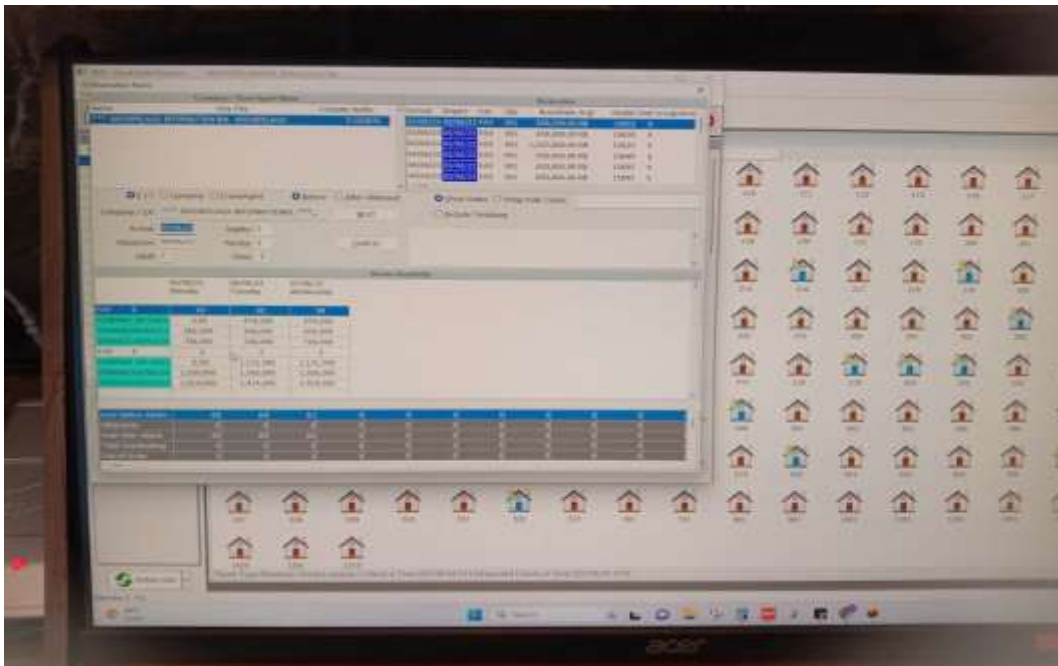
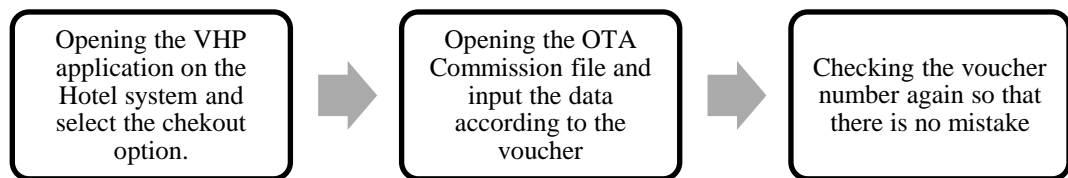


Figure 3.3 Application to Making reservasi (VHP)

7. Filling OTA Commission



Reservation No	Status	Check-in	Check-Out	Hotel	Hotel Revenue	Commission (%)	Commission	Remarks
411111111	Agenda	2023-01-01	2023-01-02	Grand Hotel	1.000.000	10%	100.000	
411111112	Agenda	2023-01-01	2023-01-03	Grand Hotel	1.500.000	10%	150.000	
411111113	Agenda	2023-01-02	2023-01-04	Grand Hotel	2.000.000	10%	200.000	
411111114	Agenda	2023-01-03	2023-01-05	Grand Hotel	2.500.000	10%	250.000	
411111115	Agenda	2023-01-04	2023-01-06	Grand Hotel	3.000.000	10%	300.000	
411111116	Agenda	2023-01-05	2023-01-07	Grand Hotel	3.500.000	10%	350.000	
411111117	Agenda	2023-01-06	2023-01-08	Grand Hotel	4.000.000	10%	400.000	
411111118	Agenda	2023-01-07	2023-01-09	Grand Hotel	4.500.000	10%	450.000	
411111119	Agenda	2023-01-08	2023-01-10	Grand Hotel	5.000.000	10%	500.000	
411111120	Agenda	2023-01-09	2023-01-11	Grand Hotel	5.500.000	10%	550.000	

Figure 3.4 File OTA Commission

9. Answering phone calls

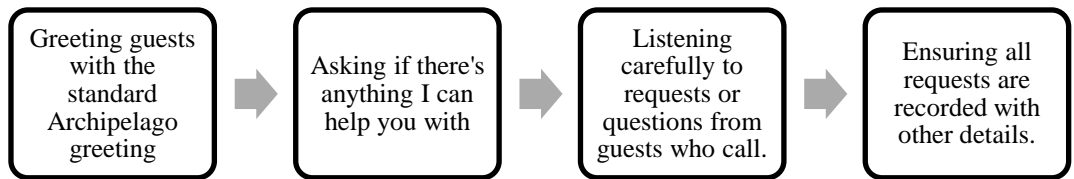
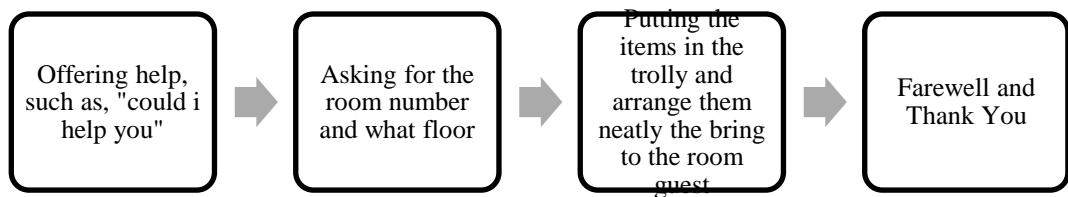


Figure 3.5 Answering guest calls

9. Luggage Handling



3.3 Kind and Description of the Activity

The daily activities at Favehotel Nagoya Batam, in the Front office can be seen in the tables below:

Table 3.1 Daily Activities of February (February 21st – February 25th, 2023)

No	Day/Date	Activity	Place
1	Tuesday February 21 st , 2023	<ol style="list-style-type: none"> 1. Submission of an internship cover letter from campus to the general department and introduction to the office environment and hotel 2. Introduction to hotel facilities and types of hotel room 	Office Hotel
2	Wednesday February 22 nd , 2023	<ol style="list-style-type: none"> 1. Introduction job desk 2. Explanation of internship duties and responsibilities 3. Basic training on guest services and communication etiquette 	Office Hotel
3	Thursday February 23 rd , 2023	<ol style="list-style-type: none"> 1. Find out the things that guests usually ask the front office, such as malls, ports, airports and shopping places. 2. Edit registration card guest 	Office Hotel
4	Friday February 24 th , 2023	<ol style="list-style-type: none"> 1. Introduction to how the VHP Application system works for hotels 	Front Office Department
5	Saturday February 25 th , 2023	<ol style="list-style-type: none"> 1. Observation and assistance of reception staff at the front desk 2. Edit registration card guest 	Front Office Department
6.	Sunday February 26 th , 2023	<ol style="list-style-type: none"> 1. Observation and assistance of concierge staff in providing guest information and services 2. Edit registration card 	Front Office Department

Table 3.2 Daily Activities of February(February 27th – March 04th, 2023)

No	Day/Date	Activity	Place
1	Sunday February 27 th , 2023	1. Welcoming guest 2. Edit registration card guest 3. Luggage handling	Front Office Department
2	Tuesday February 28 th , 2023	1. Welcoming guest 2. Luggage handling 3. Edit registration card	Front Office Department
3	Wednesday March 01 st , 2023	1. Welcoming guest 2. Luggage handling 3. Making a key room	Front Office Department
4	Thursday March 02 nd , 2023	1. Welcoming guest 2. Luggage down 3. Edit registration card guest	Front Office Department
5	Friday March 03 rd , 2023	1. Welcoming guest 2. Luggage handling 3. Edit registration card guest	Front Office Department
6.	Saturday March 04 th , 2023	1. Welcoming guest 2. Luggage handling	Front Office Department

Table 3.3 Daily Activities of March (March 06th – March 11th, 2023)

No	Day/Date	Activity	Place
1	Monday March 06 th ,2023	1. Welcoming guest 2. Edit registration card guest 3. Fill OTA commissions	Front Office Department
2	Tuesday March 07 th ,2023	1. Welcoming guest 2. Luggage handling 3. Edit registration card	Front Office Department
3	Wednesday March 08 th ,2023	1. Welcoming guest 2. Luggage handling 3. Making a key room 4. Fill OTA Commissions	Front Office Department
4	Thursday March 09 th ,2023	1. Welcoming guest 2. Luggage down 3. Edit registration card guest	Front Office Department
5	Friday March 10 th ,2023	1. Luggage handling 2. Edit registration card guest 3. Fill OTA Commissions	Front Office Department
6.	Saturday March 11 th ,2023	1. Welcoming guest 2. Luggage handling 3. Serving check-out 4. Edit registration card	Front Office Department

Table 3.4 Daily Activities of March (March 12th – March 18th, 2023)

No	Day/Date	Activity	Place
1	Sunday March 12 th , 2023	1. Fill OTA Commissions 2. Welcoming Guest 3. Luggage down 4. Serving check-out	Front Office Department
2	Tuesday March 14 th , 2023	1. Welcoming Guest 2. Serving Check-out 3. Fill OTA Commissions 4. Making a key room	Front Office Department
3	Wednesday March 15 th , 2023	1. Making a key room 2. Luggage down 3. Edit registration card	Front Office Department
4	Thursday March 16 th , 2023	1. Serving check-out 2. Check expected Departure 3. Edit registration card	Front Office Department
5	Friday March 17 th , 2023	1. Serving check-out 2. Serving check-in 3. Luggage down 4. Edit registration card	Front Office Department
6.	Saturday March 18 th , 2023	1. Luggage down 2. Luggage handling 3. Edit registration card	Front Office Department

Table 3.5 Daily Activities of March (March 19th – March 25th, 2023)

No	Day/Date	Activity	Place
1	Sunday March 19 th , 2023	1. Fill OTA commissions 2. Luggage handling 3. Luggage down 4. Edit registration card	Front Office Department
2	Tuesday March 21 st , 2023	1. Fill OTA commissions 2. Serving check-out 3. Luggage down 4. Edit registration card	Front Office Department
3	Wednesday March 22 nd , 2023	1. Luggage handling 2. Serving check-in 3. Luggage down 4. Edit registration	Front Office Department
4	Thursday March 23 rd , 2023	1. Fill OTA commissions 2. Luggage down 3. Welcoming guest	Front Office Department
5	Friday March 24 th , 2023	1. Fill OTA commissions 2. Luggage down 3. Welcoming guest	Front Office Department
6.	Saturday March 25 th , 2023	1. Welcoming guest 2. Luggage down 3. Serving check-in	Front Office Department

Table 3.6 Daily Activities of March (March 26th – April 01st, 2023)

No	Day/Date	Activity	Place
1	Sunday March 26 th ,2023	1. Welcoming guest 2. Check-out 3. Luggage handling 4. Check-in	Front Office Department
2	Tuesday March 28 th ,2023	1. Luggage handling 2. Check in 3. Edit registration card	Front Office Department
3	Wednesday March 29 th ,2023	1. Welcoming guest 2. Fill OTA commissions 3. Edit registration card	Front Office Department
4	Thursday March 30 th ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
5	Friday March 31 th ,2023	1. Check-in 2. Fill OTA commissions 3. Edit registration card 4. Luggage handling	Front Office Department
6.	Saturday April 01 st ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department

Table 3.7 Daily Activities of April (April 02nd – April 08th, 2023)

No	Day/Date	Activity	Place
1	Sunday April 02 nd ,2023	1. Fill OTA commissions 2. Luggage handling 3. Check out	Front Office Department
2	Monday April 03 rd ,2023	1. Fill OTA commissions 2. Check in 3. Edit registration card	Front Office Department
3	Tuesday April 04 th ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
4	Thursday April 06 th ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
5	Friday April 07 th ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
6.	Saturday April 08 th ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department

Table 3.8 Daily Activities of April (April 09th – April 15th, 2023)

No	Day/Date	Activity	Place
1	Sunday April 09 th ,2023	1. Welcoming guest 2. Check-out 3. Check-in	Front Office Department
2	Monday April 10 th ,2023	1. Check out 2. Luggage handling	Front Office Department
3	Wednesday April 12 th ,2023	1. Welcoming guest 2. Edit registration card	Front Office Department
4	Thursday April 13 th ,2023	1. Fill OTA commissions 2. Check-in 3. Edit registration	Front Office Department
5	Friday April 14 th ,2023	1. Luggage handling 2. Edit registration	Front Office Department
6.	Saturday April 15 th ,2023	1. Luggage handling 2. Check-out	Front Office Department

Table 3.9 Daily Activities of April (April 16th – April 22nd, 2023)

No	Day/Date	Activity	Place
1	Sunday April 16 th ,2023	1. Check-out 2. Answering calls 3. Edit registration card	Front Office Department
2	Tuesday April 18 th ,2023	1. Fill OTA commissions 2. Luggage handling 3. Check-in	Front Office Department
3	Wednesday April 19 th ,2023	1. Answering calls 2. Make reservation 3. Edit registration card	Front Office Department
4	Thursday April 20 th ,2023	1. Luggage handling 2. Fill OTA commissions	Front Office Department
5	Friday April 21 st ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
6.	Saturday April 22 nd ,2023	1. Luggage handling 2. Edit registration card	Front Office Department

Table 3.10 Daily Activities of April (April 23rd – April 29th, 2023)

No	Day/Date	Activity	Place
1	Sunday April 23 rd ,2023	1. Check-in 2. Fill OTA commissions 3. Edit registration card	Front Office Department
2	Tuesday April 25 th ,2023	1. Fill OTA commissions 2. Luggage handling 3. Check-in	Front Office Department
3	Wednesday April 26 th ,2023	1. Luggage handling 2. Edit registration card	Front Office Department
4	Thursday April 27 th ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
5	Friday April 28 th ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
6.	Saturday April 29 th ,2023	1. Luggage handling 2. Edit registration card 3. Check-in	Front Office Department

Table 3.11 Daily Activities of April (April 30th – May 06th, 2023)

No	Day/Date	Activity	Place
1	Sunday April 30 th , 2023	1. Make reservation 2. Edit registration card guest 3. Showing room	Front Office Department
2	Friday May 02 nd , 2023	1. Luggage handling 2. Edit registration card	Front Office Department
3	Saturday May 03 rd , 2023	1. Welcoming guest 2. Luggage handling 3. Making a key room	Front Office Department
4	Sunday May 04 th , 2023	1. Showing room 2. Luggage down 3. Answering phone calls	Front Office Department
5	Monday May 05 th , 2023	1. Welcoming guest 2. Luggage handling 3. Edit registration card guest	Front Office Department
6.	Tuesday May 06 th , 2023	1. Answering phone calls 2. Make reservation	Front Office Department

Table 3.12 Daily Activities of April (May 07th – May 13th, 2023)

No	Day/Date	Activity	Place
1	Wednesday May 07 th , 2023	1. Fill OTA commissions 2. Answering phone calls 3. Edit registration card	Front Office Department
2	Friday May 09 th , 2023	1. Showing room 2. Fill OTA commissions 3. Luggage handling	Front Office Department
3	Saturday May 10 th , 2023	1. Make reservation 2. Check-out 3. Check-in	Front Office Department
4	Sunday May 11 th , 2023	1. Luggage handling 2. Fill OTA commissions 3. Answering phone calls	Front Office Department
5	Monday May 12 th , 2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
6.	Tuesday May 13 th , 2023	1. Showing room 2. Check expected departure	Front Office Department

Table 3.13 Daily Activities of April (May 15th – May 20th, 2023)

No	Day/Date	Activity	Place
1	Thursday May 15 th ,2023	1. Fill OTA commissions 2. Luggage handling 3. Answering phone calls	Front Office Department
2	Friday May 16 th ,2023	1. Fill OTA commissions 2. Make reservation 3. Answering phone calls	Front Office Department
3	Saturday May 17 th ,2023	1. Fill OTA 2. Luggage handling 3. Answering phone calls	Front Office Department
4	Sunday May 18 th ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
5	Monday May 19 th ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
6.	Tuesday May 20 th ,2023	1. Fill OTA commissions 2. Answering phone calls 3. Edit registration card	Front Office Department

Table 3.14 Daily Activities of April (May 22nd – May 27th, 2023)

No	Day/Date	Activity	Place
1	Monday May 22 nd ,2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
2	Tuesday May 23 rd , 2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
3	Wednesday May 24 th , 2023	1. Welcoming guest 2. Luggage handling 3. Making a key room	Front Office Department
4	Thursday May 25 th , 2023	1. Luggage down 2. Check Expected Departure	Front Office Department
5	Friday May 26 th , 2023	1. Welcoming guest 2. Luggage handling 3. Check Expected Departure	Front Office Department
6.	Saturday May 27 th , 2023	1. Luggage handling 2. Serving check out	Front Office Department

Table 3.15 Daily Activities of April (May 29th – June 03rd, 2023)

No	Day/Date	Activity	Place
1	Monday May 29 th , 2023	1. Fill OTA commissions 2. Answering phone calls 3. Edit registration card	Front Office Department
2	Tuesday May 30 th , 2023	1. Fill OTA commissions 2. Answering phone calls	Front Office Department
3	Wednesday May 31 st , 2023	1. Welcoming guest 2. Luggage handling	Front Office Department
4	Thursday June 01 st , 2023	1. Welcoming guest 2. Luggage down	Front Office Department
5	Friday June 02 nd , 2023	1. Welcoming guest 2. Luggage handling 3. Check Expected Departure	Front Office Department
6.	Saturday June 03 rd , 2023	1. Welcoming guest 2. Luggage handling 3. Serving check out	Front Office Department

Table 3.16 Daily Activities of April (June 05th – June 10th, 2023)

No	Day/Date	Activity	Place
1	Monday June 05 th , 2023	1. Fill OTA commissions 2. Check in	Front Office Department
2	Tuesday June 06 th , 2023	1. Fill OTA commissions 2. Edit registration card	Front Office Department
3	Wednesday June 07 th , 2023	1. Luggage handling 2. Check in	Front Office Department
4	Thursday June 08 th , 2023	1. Welcoming guest 2. Luggage down	Front Office Department
5	Friday June 09 th , 2023	1. Welcoming guest 2. Luggage handling 3. Check Expected Departure	Front Office Department
6.	Saturday June 10 th , 2023	1. Welcoming guest 2. Luggage handling 3. Serving check out	Front Office Department

Table 3.17 Daily Activities of April (June 13th – June 18th, 2023)

No	Day/Date	Activity	Place
1	Tuesday June 13 th , 2023	1. Welcoming guest 2. Luggage handling 4. Check Expected Departure	Front Office Department
2	Wednesday June 14 th , 2023	1. Welcoming guest 2. Luggage handling	Front Office Department
3	Thursday June 15 th , 2023	1. Luggage handling 2. Making a key room	Front Office Department
4	Friday June 16 th , 2023	1. Welcoming guest 2. Luggage down 3. Check Expected Departure	Front Office Department
5	Saturday June 17 th , 2023	1. Welcoming guest 2. Fill OTA commissions	Front Office Department
6.	Sunday June 18 st , 2023	1. Welcoming guest 2. Luggage handling 3. Serving check out	Front Office Department

CHAPTER IV CONCLUSIONS AND SUGGESTION

4.1 Conclusions

After doing the internship program at Favehotel Nagoya Batam, there are several conclusions as follows:

1. There are several types of work performed during the internship at the front desk of the hospitality department: Greeting guests, answering phones, handling guest payments and sending payments, handing over documents, and filling out foreigner registration forms and making sales reservations and serving guest check-in and check-out. In addition, they also help with luggage and items from guests, make room keys, escort guests to their rooms, and prepare fruit baskets for VIP guests.
2. All work procedures carried out during the internship at Favehotel Nagoya Batam are carried out in accordance with the provisions of the SOP that apply in the Favehotel Nagoya Batam environment.
3. There were several document used by aston nagoya, such as Miceleneus, Store Requisition, Group Rooming List, Paid Out, Room Rate and others.

4.2 Suggestion

The most important thing in the world of work, especially in the world of hospitality and hospitality, is to prioritize professionalism in work, always initiate guests and always focus, not forgetting honesty and trustworthiness.

APPENDICES

APPENDIX A

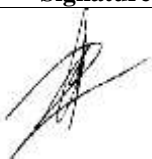
Daily Activity of Apprenticeship


DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : February 21st, 2023

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


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Self introduction to all hotel employees and staff, Favehotel Nagoya Batam

DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : February 22nd, 2023

No	Description	Supervisor	Signature
1.	finding information about what guests usually ask about, such as malls, places to eat and tourist attractions.	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests who come from outside the area will usually ask the front office, ask for recommendations for the best places to shopping, tourist attractions, and ask for directions, we as front office as much as possible should tell the guest.

DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : February 23rd, 2023

No	Description	Supervisor	Signature
1.	Basic training on guest services and communication etiquette	Jimmy R Tangkere (front Office Manager)	
Note :			


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

DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : February 24th, 2023

No	Description	Supervisor	Signature
1.	Welcoming Guest	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet guests by using the Archipelago SOP that has been determined, by saying good morning, good afternoon and good evening and always smiling.


DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : February 25th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : February 26th, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.


DAILY ACTIVITY

APPRENTICESHIP

Day : Monday

Date : February 27th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

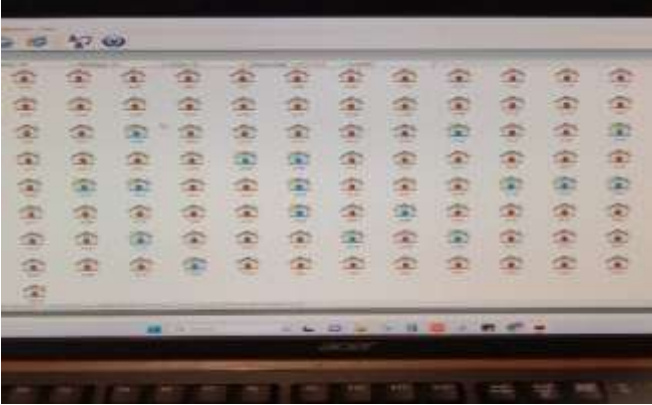
DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : February 28th, 2023

No	Description	Supervisor	Signature
1.	Making key room	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Before guests enter the room, the front office will provide a room key in the form of a card that has been made according to the period of stay and expires when the stay has expired and cannot be accessed to enter the room and elevator.


DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : March 01st, 2023

No	Description	Supervisor	Signature
1.	Luggage down	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.


DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : March 02nd, 2023

No	Description	Supervisor	Signature
1.	Luggage down	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests with a lot of luggage usually ask for assistance to unload their luggage, using a trolley to carry their luggage to the lobby.

DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : March 03rd, 2023

No	Description	Supervisor	Signature
1.	Welcoming Guest	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet guests by using the Archipelago SOP that has been determined, by saying good morning, good afternoon and good evening and always smiling.

DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : March 04th, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.

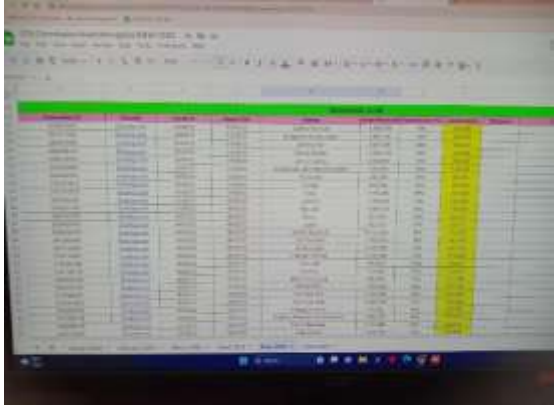
DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : March 05th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.


DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : March 07th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : March 08th, 2023

No	Description	Supervisor	Signature
1.	Welcoming Guest	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet guests by using the Archipelago SOP that has been determined, by saying good morning, good afternoon and good evening and always smiling.


DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : March 09th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

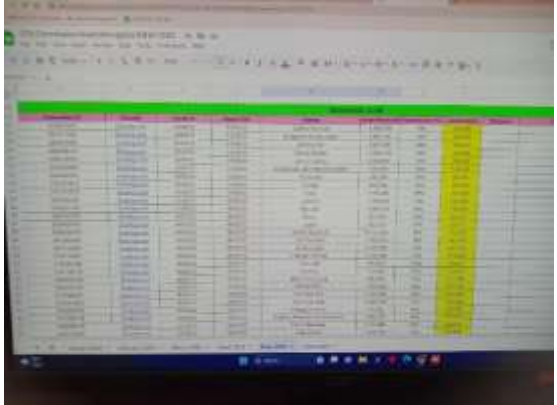
DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : March 10th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.


DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : March 11th, 2023

No	Description	Supervisor	Signature
1.	Check out	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		the guest will check out at 12:00 when the guest checks out the front office must ensure the guest has made payment and must also ensure whether the guest consumes the minibar.

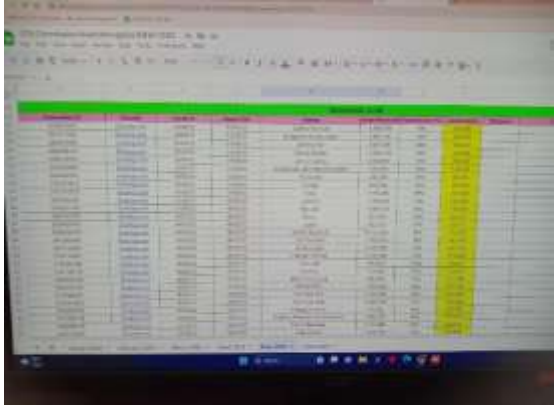
DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : March 12th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.

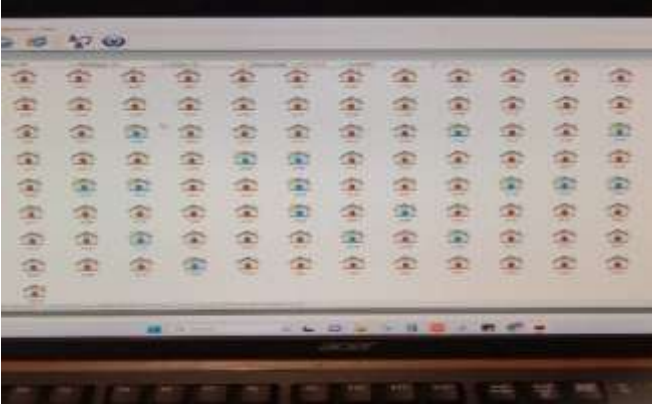
DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : March 14th, 2023

No	Description	Supervisor	Signature
1.	Making key room	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Before guests enter the room, the front office will provide a room key in the form of a card that has been made according to the period of stay and expires when the stay has expired and cannot be accessed to enter the room and elevator.


DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : March 15th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.


DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : March 16th, 2023

No	Description	Supervisor	Signature
1.	Check expected departure	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Ensure guests check out at the designated time, and check the room for any missing items.


DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : March 17th, 2023

No	Description	Supervisor	Signature
1.	Check in	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		When the guest checks in, the guest must show the reservation voucher and then register on the form and make sure the guest has made a payment when checking in by looking at the voucher number.


DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : March 18th, 2023

No	Description	Supervisor	Signature
1.	Luggage down	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests with a lot of luggage usually ask for assistance to unload their luggage, using a trolley to carry their luggage to the lobby.

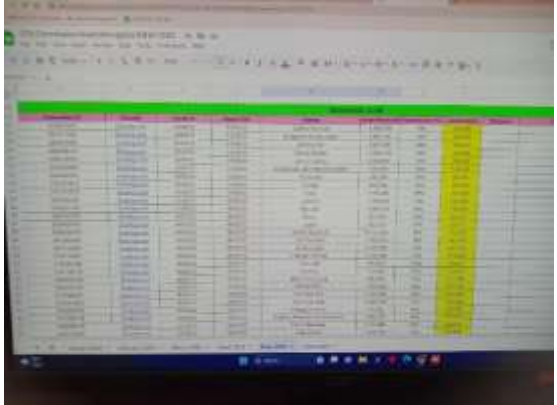
DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : March 19th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.


DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : March 21st, 2023

No	Description	Supervisor	Signature
1.	Check out	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		the guest will check out at 12:00 when the guest checks out the front office must ensure the guest has made payment and must also ensure whether the guest consumes the minibar.


DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : March 22nd, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : March 23rd, 2023

No	Description	Supervisor	Signature
1.	Welcoming Guest	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet guests by using the Archipelago SOP that has been determined, by saying good morning, good afternoon and good evening and always smiling.


DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : March 24th, 2023

No	Description	Supervisor	Signature
1.	Luggage down	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests with a lot of luggage usually ask for assistance to unload their luggage, using a trolley to carry their luggage to the lobby.


DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : March 25th, 2023

No	Description	Supervisor	Signature
1.	Check in	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		When the guest checks in, the guest must show the reservation voucher and then register on the form and make sure the guest has made a payment when checking in by looking at the voucher number.


DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : March 26th, 2023

No	Description	Supervisor	Signature
1.	Check in	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		When the guest checks in, the guest must show the reservation voucher and then register on the form and make sure the guest has made a payment when checking in by looking at the voucher number.


DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : March 28th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

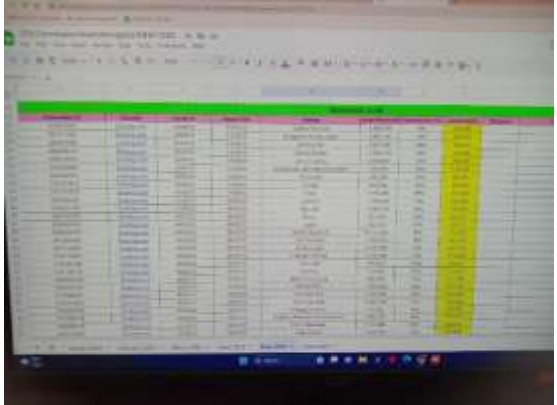
DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : March 29th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.

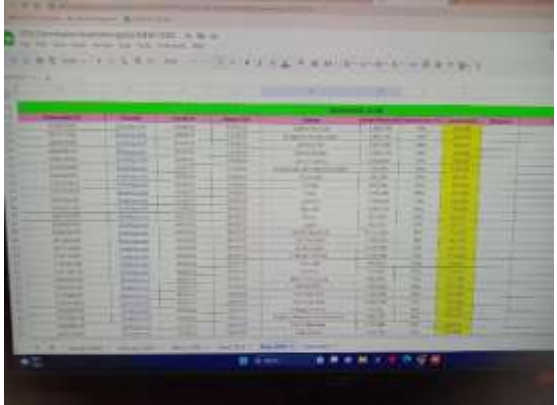
DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : March 30th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.


DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : March 31th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

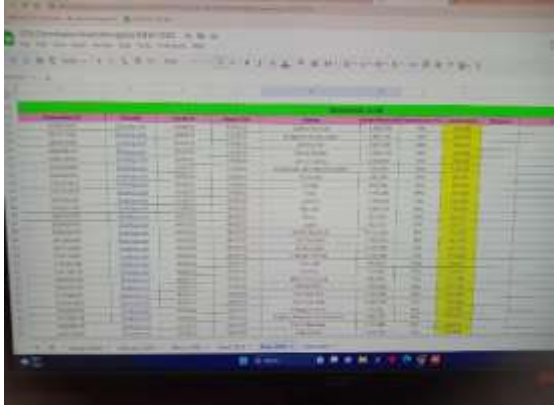
DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : April 01st, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.


DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : April 02nd, 2023

No	Description	Supervisor	Signature
1.	Check out	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		the guest will check out at 12:00 when the guest checks out the front office must ensure the guest has made payment and must also ensure whether the guest consumes the minibar.


DAILY ACTIVITY

APPRENTICESHIP

Day : Monday

Date : April 03rd, 2023

No	Description	Supervisor	Signature
1.	Check in	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		When the guest checks in, the guest must show the reservation voucher and then register on the form and make sure the guest has made a payment when checking in by looking at the voucher number.

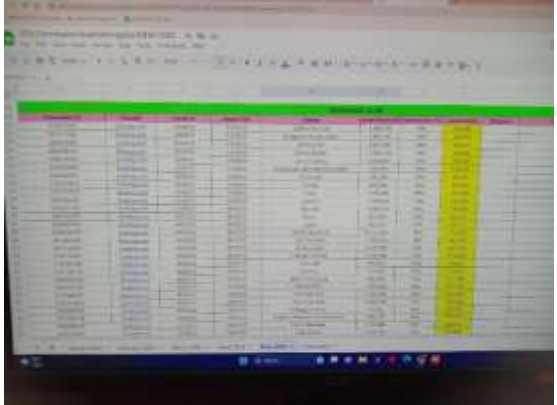
DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : April 04th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.


DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : April 06th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

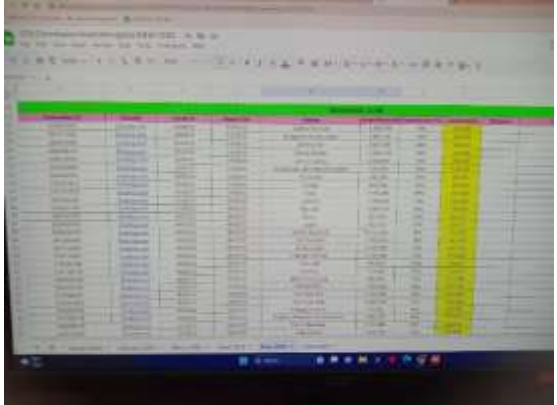
DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : April 07th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.


DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : April 08th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.


DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : April 09th, 2023

No	Description	Supervisor	Signature
1.	Check in	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		When the guest checks in, the guest must show the reservation voucher and then register on the form and make sure the guest has made a payment when checking in by looking at the voucher number.

DAILY ACTIVITY

APPRENTICESHIP

Day : Monday

Date : April 10th, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.


DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : April 12th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.


DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : April 13th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : April 14th, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.

DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : April 15th, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.


DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : April 16th, 2023

No	Description	Supervisor	Signature
1.	Answering phone calls	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		usually guests will call the front office to ask for help and there are also calls from outside to ask around the hotel. when the front office answers calls must use Archipelago SOP such as good morning, good afternoon and good night.

DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : April 18th, 2023

No	Description	Supervisor	Signature
1.	Check in	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		When the guest checks in, the guest must show the reservation voucher and then register on the form and make sure the guest has made a payment when checking in by looking at the voucher number.

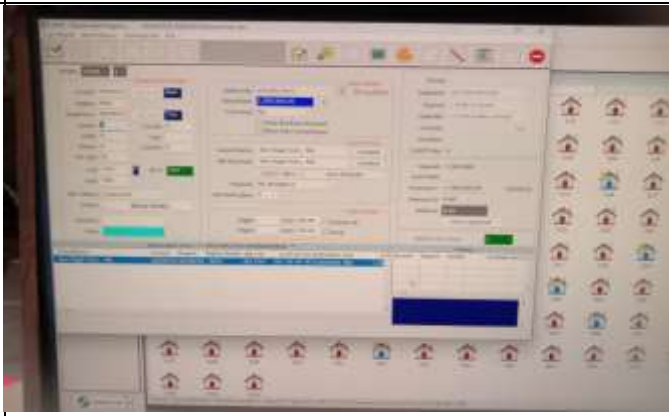
DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : April 19th, 2023

No	Description	Supervisor	Signature
1.	Make reservation sales	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		to make a sales reservation the front office waits for an order from sales when making a reservation sales has determined the payment code such as (TA) travel agent that has made a payment if it has not made a payment it will be coded (PA) personal account.

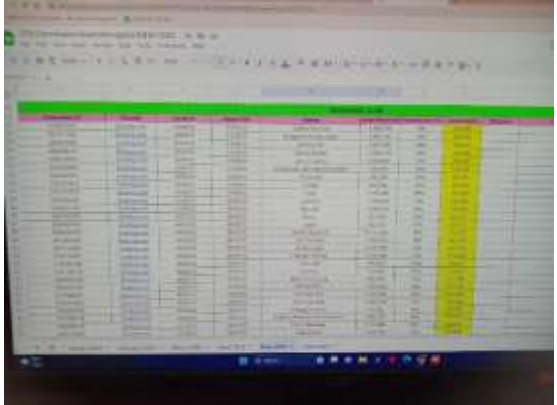
DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : April 20th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.

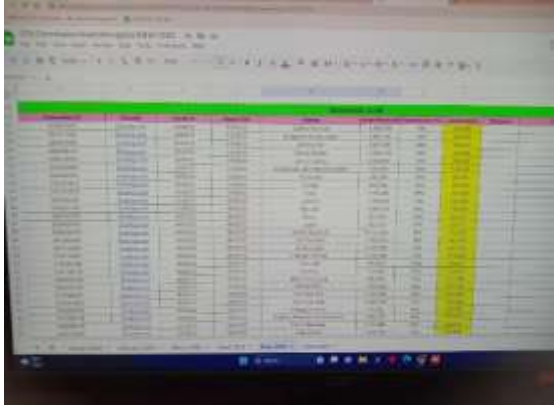
DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : April 21st, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.

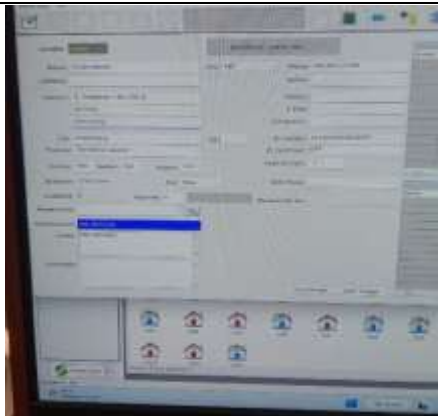
DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : April 22nd, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.


DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : April 23rd, 2023

No	Description	Supervisor	Signature
1.	Check in	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		When the guest checks in, the guest must show the reservation voucher and then register on the form and make sure the guest has made a payment when checking in by looking at the voucher number.

DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : April 25th, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.

DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : April 26th, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.

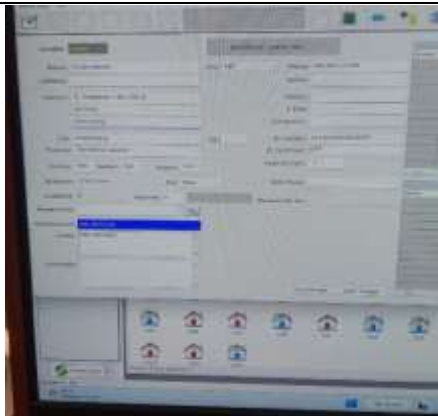
DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : April 27th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

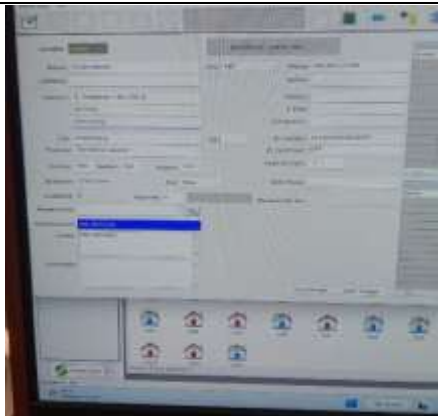
DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : April 28th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.


DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : April 29th, 2023

No	Description	Supervisor	Signature
1.	Check in	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		When the guest checks in, the guest must show the reservation voucher and then register on the form and make sure the guest has made a payment when checking in by looking at the voucher number.

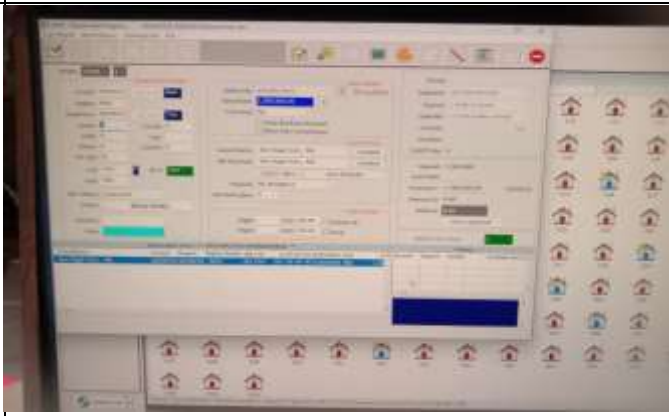
DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : April 30th, 2023

No	Description	Supervisor	Signature
1.	Make reservation sales	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		to make a sales reservation the front office waits for an order from sales when making a reservation sales has determined the payment code such as (TA) travel agent that has made a payment if it has not made a payment it will be coded (PA) personal account.

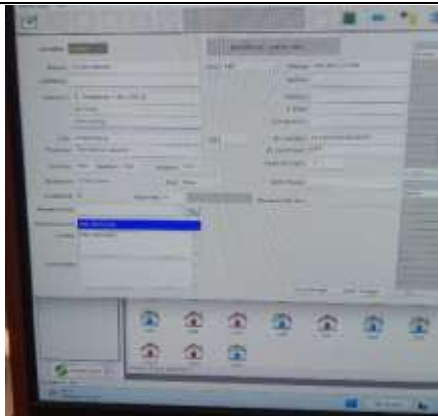
DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : May 02rd, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

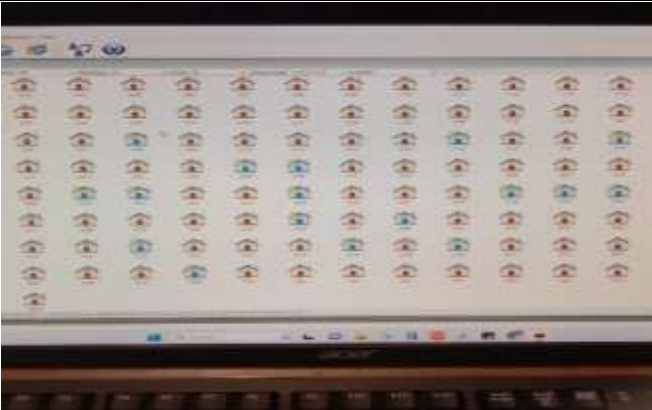
DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : May 03rd, 2023

No	Description	Supervisor	Signature
1.	Creating room keys	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Before guests enter the room, the front office will provide a room key in the form of a card that has been made according to the period of stay and expires when the stay has expired and cannot be accessed to enter the room and elevator.


DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : May 04th, 2023

No	Description	Supervisor	Signature
1.	Answering phone calls	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		usually guests will call the front office to ask for help and there are also calls from outside to ask around the hotel. when the front office answers calls must use Archipelago SOP such as good morning, good afternoon and good night.

DAILY ACTIVITY

APPRENTICESHIP

Day : Monday

Date : May 05th, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.


DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : May 06th, 2023

No	Description	Supervisor	Signature
1.	Answering phone calls	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		usually guests will call the front office to ask for help and there are also calls from outside to ask around the hotel. when the front office answers calls must use Archipelago SOP such as good morning, good afternoon and good night.

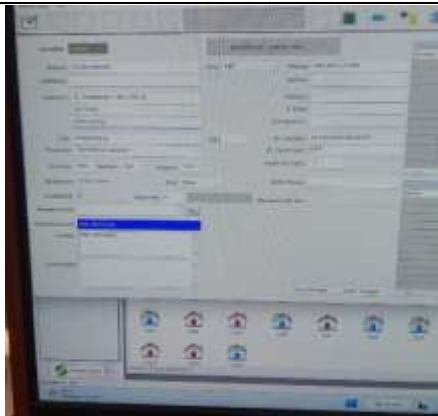
DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : May 07th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

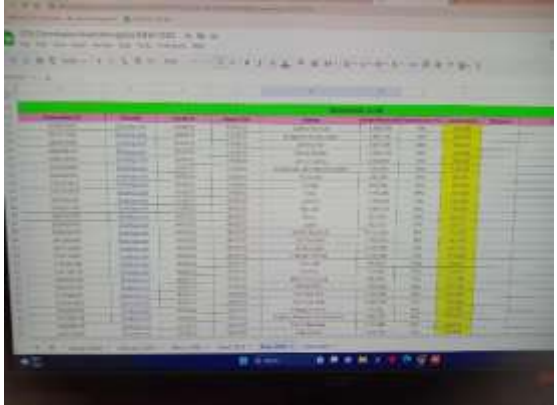
DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : May 09th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.


DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : May 10th, 2023

No	Description	Supervisor	Signature
1.	Check out	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		the guest will check out at 12:00 when the guest checks out the front office must ensure the guest has made payment and must also ensure whether the guest consumes the minibar.

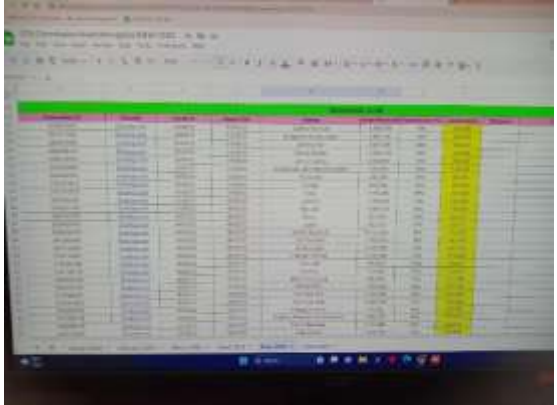
DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : May 11th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.

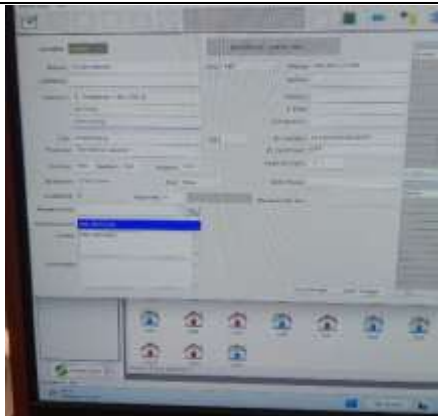
DAILY ACTIVITY

APPRENTICESHIP

Day : Monday

Date : May 12th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.


DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : May 13th, 2023

No	Description	Supervisor	Signature
1.	Check expected departure	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Ensure guests check out at the designated time, and check the room for any missing items.

DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : May 15th, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.

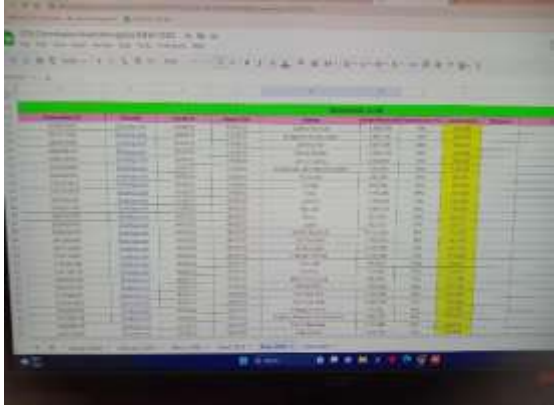
DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : May 16th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.

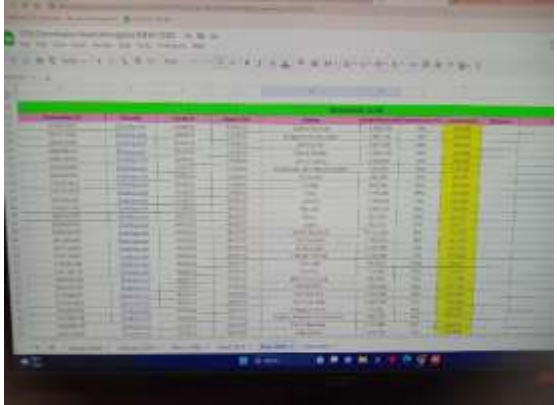
DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : May 17th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.

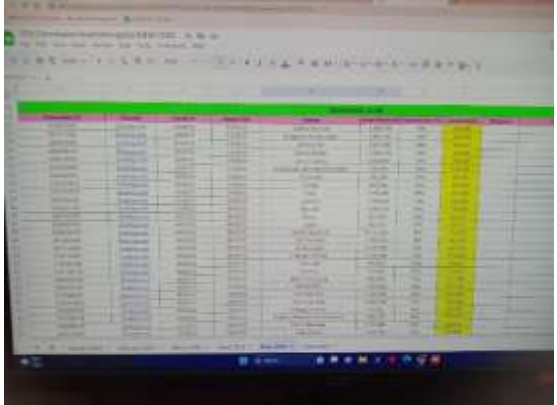
DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : May 18th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.

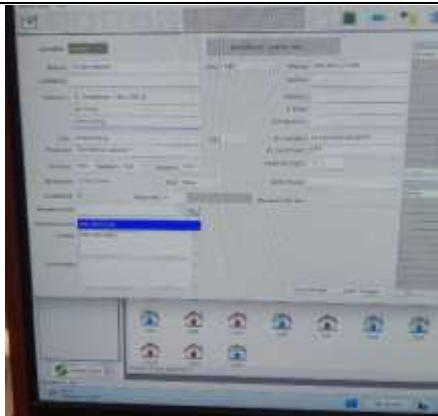
DAILY ACTIVITY

APPRENTICESHIP

Day : Monday

Date : May 19th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : May 20th, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.

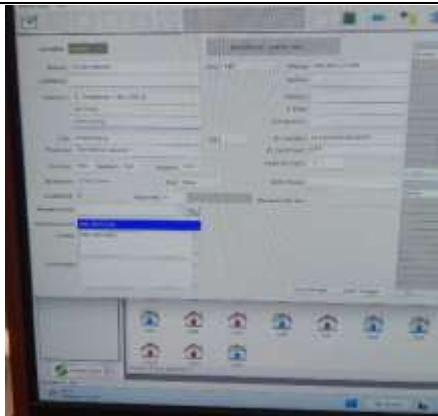
DAILY ACTIVITY

APPRENTICESHIP

Day : Monday

Date : May 22nd, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.

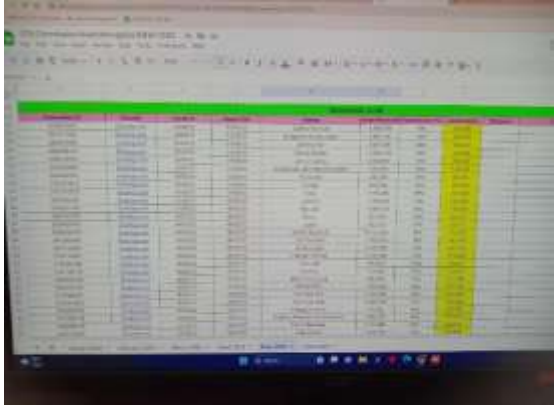
DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : May 23rd, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.

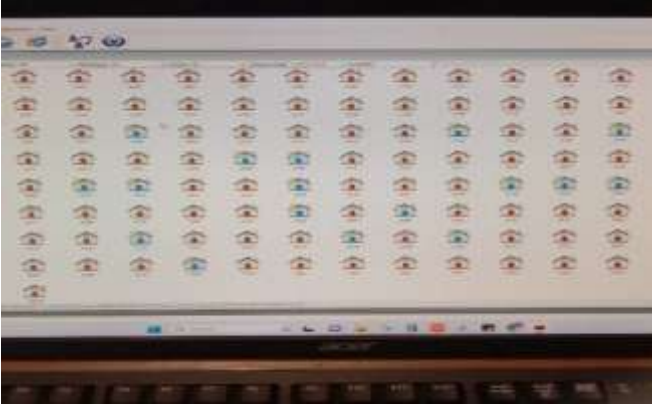
DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : May 24th, 2023

No	Description	Supervisor	Signature
1.	Creating room keys	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Before guests enter the room, the front office will provide a room key in the form of a card that has been made according to the period of stay and expires when the stay has expired and cannot be accessed to enter the room and elevator.


DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : May 25th, 2023

No	Description	Supervisor	Signature
1.	Check expected departure	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Ensure guests check out at the designated time, and check the room for any missing items.


DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : May 26th, 2023

No	Description	Supervisor	Signature
1.	Check expected departure	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Ensure guests check out at the designated time, and check the room for any missing items.


DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : May 27th, 2023

No	Description	Supervisor	Signature
1.	Check out	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		the guest will check out at 12:00 when the guest checks out the front office must ensure the guest has made payment and must also ensure whether the guest consumes the minibar.


DAILY ACTIVITY

APPRENTICESHIP

Day : Monday

Date : May 29th, 2023

No	Description	Supervisor	Signature
1.	Answering phone calls	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		usually guests will call the front office to ask for help and there are also calls from outside to ask around the hotel. when the front office answers calls must use Archipelago SOP such as good morning, good afternoon and good night.

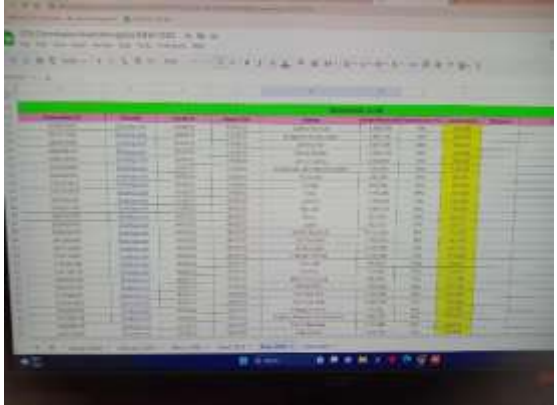
DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : May 30th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.

DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : May 31st, 2023

No	Description	Supervisor	Signature
1.	Luggage Handling	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests usually leave their luggage when checking in, if the room is not yet available, and they usually leave their luggage at the front desk, we as concierge help to store their luggage at the luggage store and give them a luggage tag.

DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : June 01st, 2023

No	Description	Supervisor	Signature
1.	Welcoming Guest	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet guests by using the Archipelago SOP that has been determined, by saying good morning, good afternoon and good evening and always smiling.


DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : June 02nd, 2023

No	Description	Supervisor	Signature
1.	Check expected departure	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Ensure guests check out at the designated time, and check the room for any missing items.


DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : June 03rd, 2023

No	Description	Supervisor	Signature
1.	Check out	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		the guest will check out at 12:00 when the guest checks out the front office must ensure the guest has made payment and must also ensure whether the guest consumes the minibar.


DAILY ACTIVITY

APPRENTICESHIP

Day : Monday

Date : June 05^h, 2023

No	Description	Supervisor	Signature
1.	Check in	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		When the guest checks in, the guest must show the reservation voucher and then register on the form and make sure the guest has made a payment when checking in by looking at the voucher number.

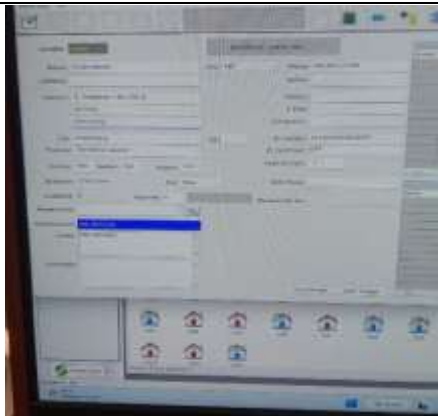
DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : June 06th, 2023

No	Description	Supervisor	Signature
1.	Edit registration card	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Guests before checking in will go through a registration process and borrow guest identity to be filled into the VHP application for the benefit of the Hotel.


DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : June 07th, 2023

No	Description	Supervisor	Signature
1.	Check in	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		When the guest checks in, the guest must show the reservation voucher and then register on the form and make sure the guest has made a payment when checking in by looking at the voucher number.

DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : June 08th, 2023

No	Description	Supervisor	Signature
1.	Welcoming Guest	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet guests by using the Archipelago SOP that has been determined, by saying good morning, good afternoon and good evening and always smiling.


DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : June 10th, 2023

No	Description	Supervisor	Signature
1.	Check out	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		the guest will check out at 12:00 when the guest checks out the front office must ensure the guest has made payment and must also ensure whether the guest consumes the minibar.


DAILY ACTIVITY

APPRENTICESHIP

Day : Tuesday

Date : June 13th, 2023

No	Description	Supervisor	Signature
1.	Checking expected departure	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Ensure guests check out at the designated time, and check the room for any missing items.

DAILY ACTIVITY

APPRENTICESHIP

Day : Wednesday

Date : June 14th, 2023

No	Description	Supervisor	Signature
1.	Welcoming Guest	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet guests by using the Archipelago SOP that has been determined, by saying good morning, good afternoon and good evening and always smiling.

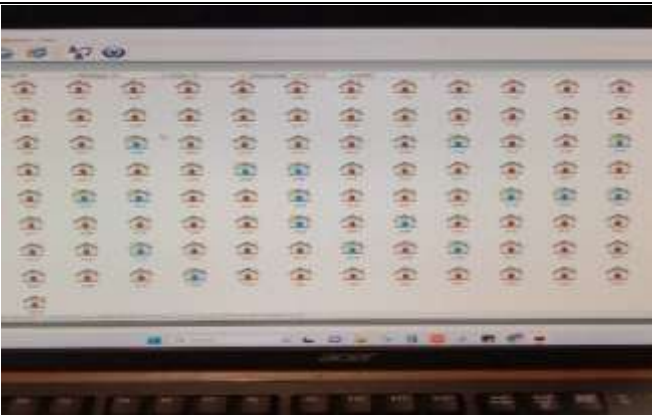
DAILY ACTIVITY

APPRENTICESHIP

Day : Thursday

Date : June 15th, 2023

No	Description	Supervisor	Signature
1.	Creating room keys	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Before guests enter the room, the front office will provide a room key in the form of a card that has been made according to the period of stay and expires when the stay has expired and cannot be accessed to enter the room and elevator.

DAILY ACTIVITY

APPRENTICESHIP

Day : Friday

Date : June 16th, 2023

No	Description	Supervisor	Signature
1.	Welcoming Guest	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		Greet guests by using the Archipelago SOP that has been determined, by saying good morning, good afternoon and good evening and always smiling.

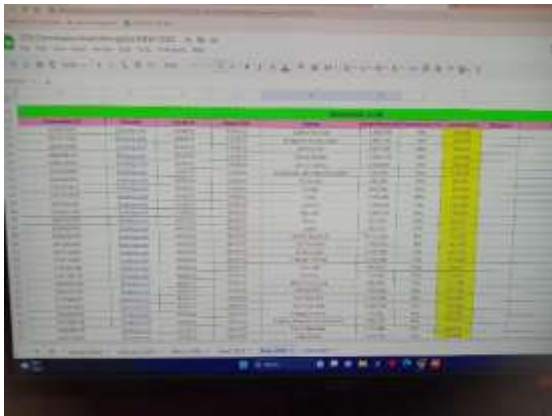
DAILY ACTIVITY

APPRENTICESHIP

Day : Saturday

Date : June 17th, 2023

No	Description	Supervisor	Signature
1.	Fill OTA commissions	Jimmy R Tangkere (front Office Manager)	
Note :			


No	THE PICTURE OF ACTIVITY	INFORMATION
1.		filling in commissions aims to divide percentages to agents such as Traveloka, Expedia and others to make percent payments to agents who have been inputted.


DAILY ACTIVITY

APPRENTICESHIP

Day : Sunday

Date : June 18th, 2023

No	Description	Supervisor	Signature
1.	Check out	Jimmy R Tangkere (front Office Manager)	
Note :			

No	THE PICTURE OF ACTIVITY	INFORMATION
1.		the guest will check out at 12:00 when the guest checks out the front office must ensure the guest has made payment and must also ensure whether the guest consumes the minibar.

APPENDIX B Evaluation Form

PENILAIAN DARI PERUSAHAAN KERJA PRAKTEK FAVEHOTEL NAGOYA BATAM

Nama : MUHAMAD SURYA WAHYU PUTRA
 NIM : 5205201140
 Program Studi : D-III BAHASA INGGRIS
 POLITEKNIK NEGERI BENGKALIS

No.	Aspek Penilaian	Bobot	Nilai
1.	Disiplin	20%	17
2.	Tanggung-jawab	25%	22
3.	Penyesuaian diri	10%	4
4.	Hasil kerja	30%	24
5.	Perilaku secara umum	15%	13
	Total Jumlah (1+2+3+4+5)	100%	80

Keterangan :

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

Catatan :

+ Improvement English Speaking and Writing
 + Must more Be willing to learn New things outside the Job Desk
 * Overall Good Performance
 * Well adapted

Batam, June 20th 2023



Jimmy Riedel Tangkere

APPENDIX C
Attendance List

favehotel
Nagoya Batam

FPb - MARCH

Nama : *MUHAMMAD FATHA WILHANI JOTIHA*
 Department : *KTUN OFFICE*
 Position : *KURANT DESK*
 Status : *TEKNIK*

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	21/02/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
2	21/02/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
3	22/02/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
4	24/02/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
5	25/02/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
6	27/02/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
7	20/02/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
8	11/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
9	01/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
10	03/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
11	04/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
12	07/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
13	07/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
14	08/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
15	09/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
16	10/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
17	11/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
18	12/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
17	14/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
20	15/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
21	16/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
22	17/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
23	18/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
24	10/03/23	FPb	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
25	21/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>
26	22/03/23	FO	08:00	17:00	<i>[Signature]</i>	<i>[Signature]</i>

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favehotel

Nagoya Batam

MARCH - APRIL

Nama : INDONESIA SURYA WATI PUTRA

Department : FO

Position :

Status : TIDAK ADA

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	25/03/23	FO	09:00	17:00	1	2
2	26/03/23	FO	09:00	17:00	3	4
3	27/03/23	FO	09:00	17:00	5	6
4	28/03/23	FO	09:00	17:00	7	8
5	29/03/23	FO	09:00	17:00	9	10
6	30/03/23	FO	09:00	17:00	11	12
7	31/03/23	FO	09:00	17:00	13	14
8	01/04/23	FO	09:00	17:00	15	16
9	02/04/23	FO	09:00	17:00	17	18
10	03/04/23	FO	09:00	17:00	19	20
11	04/04/23	FO	09:00	17:00	21	22
12	05/04/23	FO	09:00	17:00	23	24
13	06/04/23	FO	09:00	17:00	25	26
14	07/04/23	FO	09:00	17:00		
15	08/04/23	FO	09:00	17:00		
16	09/04/23	FO	09:00	17:00		
17	10/04/23	FO	09:00	17:00		
18	11/04/23	FO	09:00	17:00		
19	12/04/23	FO	09:00	17:00		
20	13/04/23	FO	09:00	17:00		
21	14/04/23	FO	09:00	17:00		
22	15/04/23	FO	09:00	17:00		
23	16/04/23	FO	09:00	17:00		
24	17/04/23	FO	09:00	17:00		
25	18/04/23	FO	09:00	17:00		
26	19/04/23	FO	09:00	17:00		

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Nagoya Batam

Nama : *Wahidul Ghani Wahid Putra*

APRIL - 2021

Department : *FB*

Position :

Status : *TK (Admin)*

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	<i>21/04/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
2	<i>22/04/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
3	<i>23/04/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
4	<i>24/04/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
5	<i>25/04/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
6	<i>26/04/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
7	<i>27/04/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
8	<i>28/04/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
9	<i>29/04/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
10	<i>30/04/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
11	<i>01/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
12	<i>02/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
13	<i>03/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
14	<i>04/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
15	<i>05/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
16	<i>06/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
17	<i>07/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
18	<i>08/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
17	<i>09/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
20	<i>15/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
21	<i>16/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
22	<i>17/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
23	<i>18/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
24	<i>19/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
25	<i>20/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>
26	<i>22/05/23</i>	<i>FB</i>	<i>09:00</i>	<i>17:00</i>	<i>[Signature]</i>	<i>[Signature]</i>

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Nagoya Batam

LUP1 - JUNE

Nama *WICAKSANA SUDHARMA PERKAT*

Department *FC*

Position

Status *TRAVEL*

NO	DATE	DEPARTMENT	TIME IN	TIME OUT	SIGNATURE	
1	25/05/23	FO	09:00	17:00	1	2
2	26/05/23	FO	09:00	17:00	3	4
3	27/05/23	FO	09:00	17:00	5	6
4	28/05/23	FO	09:00	17:00	7	8
5	29/05/23	FO	09:00	17:00	9	10
6	30/05/23	FO	09:00	17:00	11	12
7	31/05/23	FO	09:00	17:00	13	14
8	01/06/23	FO	09:00	17:00	15	16
9	02/06/23	FO	09:00	17:00	17	18
10	03/06/23	FO	09:00	17:00	19	20
11	04/06/23	FO	09:00	17:00	21	22
12	05/06/23	FO	09:00	17:00	23	24
13	06/06/23	FO	09:00	17:00	25	26
14	07/06/23	FO	09:00	17:00		
15	08/06/23	FO	09:00	17:00		
16	09/06/23	FO	09:00	17:00		
17	10/06/23	FO	09:00	17:00		
18	11/06/23	FO	09:00	17:00		
19	12/06/23	FO	09:00	17:00		
20	13/06/23	FO	09:00	17:00		
21	14/06/23	FO	09:00	17:00		
22	15/06/23	FO	09:00	17:00		
23						
24						
25						
26						

DATE BY

APPROVED BY



APPENDIX D
Certificate of Apprenticeship



APPENDIX E
Revision List

REVISION LIST
APPRENTICESHIP REPORT

Name : Muhamad Surya Wahyu Putra
NIM : 5203201140
Advisor : Boni Saputra M.Pd
Location : Favehotel Nagoya Batam

NO	DAY/DATE	REVISION	ADVISOR
1.	10/07/2023	Background of apprentice ship - significance of OJT for the office	
2.	11/07/2023	ACC for seminar KP	

Bengkalis, July 11th, 2023

Advisor



Boni Saputra

NIP. 198804192014041001