

**AN APPRENTICESHIP REPORT  
AT RIMBUN CANGGU HOTEL AND VILLAS**

*In partial fulfillment of a Three-Year Diploma Program of English of State*

*Polytechnic of Bengkalis*



**By:**

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2023**

**APPROVAL SHEET**

**AN APPRENTICESHIP REPORT  
AT RIMBUN CANGGU HOTEL AND VILLAS**

Written as one of the conditions for completing Apprenticeship

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## ACCEPTANCE SHEET

This is to certify that we have been examined the apprenticeship report of Muhammad Indrawan Reg. Number 5203201127 who has done the apprenticeship at Rimbun Canggü Hotel And Villas started from February 20<sup>th</sup> to - July 20<sup>th</sup> 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 required by the apprenticeship report examine committee had been made.

Bengkalis, Juli 12<sup>th</sup> 2023

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Best Regard

Muhammad Indrawan

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# CHAPTER I

## INTRODUCTION

### **1. Background of Apprenticeship**

An apprenticeship or apprenticeship is a program of learning and practicing working directly with a company for a period of time. Companies accepting trainees are authorized to place orders and are required to provide guidance throughout the program. students can also get a license to work in a regulated industry, Vocational training aims at vocational training to improve certain skills in a specialized field. More simply, a training or street vendor is an industry job found in an institution, institution or company that offers a training partnership program with the university. A good apprenticeship will significantly increase your chances of job success.

Tourism is a rapidly expanding industry all over the world, including in Indonesia. Tourism, as an important economic sector, contributes significantly to national economic growth and creates jobs in the community. The hotel is an important part of the tourism industry because it provides lodging for tourists visiting an area. Students can gain direct work experience in the tourism industry by doing practical work in the tourism sector, particularly in hotels. Furthermore, practical experience in hotels allows students to learn about important aspects of hotel management such as hotel operations, financial management, marketing management, human resource management, and so on. Students will be involved in daily hotel activities such as checking in and checking out during their practical work at hotels.out-of-town visitors, food and beverage service, room maintenance, room sales, inventory management, and so on. Students will also be able to practice interpersonal skills such as communication, teamwork, and problem solving. For students interested in a career in the tourism industry, practical work in the tourism sector, particularly hotels, can provide valuable experience. Marketing And Front Office Departement at Rimbun Cangu Hotel and Villas. From Februari 20<sup>th</sup> to Juni 20<sup>th</sup>, 2023, an apprentice worked as a Sales Marketing And Front Office staff at

Rimbun Canggus Hotel and Villas.

### **1.1 Purpose of the Apprenticeship**

The purposes of the apprenticeship as follows:

1. To find out kinds of jobs done in Sales Marketing and Front Office at RIMBUN CANGGU HOTEL AND VILLAS
2. To find out working procedures applied in Sales Marketing and Front Office at RIMBUN CANGGU HOTEL AND VILLAS
3. To implement the theory learned in campus into the real practice in the workplace

### **1.2. Significance of the Apprenticeship**

#### 1.2.1. Significance for the Apprentice

An apprenticeship program provides an opportunity for the apprentice to apply their existing knowledge and skills, as well as acquire new ones, particularly in the fields of English and business. Through the program, the apprentice develops their ability to communicate effectively in public and capture the interest of their audience.

#### 1.2.2. Significance for State Polytechnic of Bengkalis

Apprenticeships help Polytechnic institutions to produce graduates who are skilled and prepared to enter the workforce upon completion of their studies. This in turn assists the student of State polytechnics of Bengkalis in improving and implementing their educational programs.

#### 1.2.3. Significance for the Company

The apprenticeship program helps to enhance the image and branding of Rimbun Canggus Hotel and Villas by promoting its reputation. Additionally, since the practical students have previous experience, it is easier for the hotel to identify and recruit both exchange students and experienced staff.

## CHAPTER II

### GENERAL DESCRIPTION OF THE COMPANY

#### 2.1 Company History

Rimbun Canggu Hotel and Villas is a luxury hotel and villa resort located in the vibrant coastal town of Canggu, Bali. The resort was established in 2016 and has quickly become one of the most sought after destination for travelers seeking a luxurious and tranquil escape in Bali.

The History Of Rimbun Canggu Hotel and Villas begins with a group of visionary entrepreneurs who saw the potential of Canggu as A tourist destination. They recognized the need for luxury resort that offered guests a blend of modern comfort and traditional Balinese hospitality, and thus, The resort's design is inspire by the natural beauty and cultural heritage of Bali The architecture features traditional Balinese elements, such as intricately carved wood and stone, that blend seamlessly with modern amenities and contemporary design. Rimbun Canggu Hotel and Villas offers a range of accommodation options, including deluxe rooms, suites, and private villas, each of which is tastefully decorated and equipped with modern amenities. The resort also boasts a range of facilities, including a large swimming pool, a spa, a fitness center, and a restaurant that serves delicious Indonesian and international cuisine.



## **2.1 Figure of property**

In addition to providing guests with a luxurious and comfortable stay, Rimbun Canggu Hotel and Villas is committed to sustainability and responsible tourism. The resort employs environmentally friendly practices and supports local communities through various initiatives. Overall, Rimbun Canggu Hotel and Villas is a testament to the beauty and allure of Bali, and true reflection of the island's rich cultural heritage and warm hospitality.

## **2.2 Vision and Mission**

Every company certainly has the desire to be better in the future, this is stated in the company vision of Rimbun Canggu and Villas.

“At Rimbun Canggu Hotel and Villas, we believe in providing an exceptional guest experience by delivering genuine and personalized hospitality. We are committed to creating a welcoming environment where every guest feels valued and cared for, and where we strive to exceed their expectations with attention to detail and an unwavering focus on quality. We believe in fostering a culture of respect, teamwork, and continuous improvement, and in taking responsibility for our actions and their impact on the environment and the community..”

This vision reflects a company that wants to be one of the largest hotel in the Indonesia, which has good management and is the most profitable, while also satisfying its customers and employees.

### **2.2.1. Vision**

To become the leading luxury hotel and villas in Canggu, Bali that offers exceptional hospitality, unique cultural experiences, and sustainable practices that enhance the well-being of our guests and the environment

### **2.2.2. Mission**

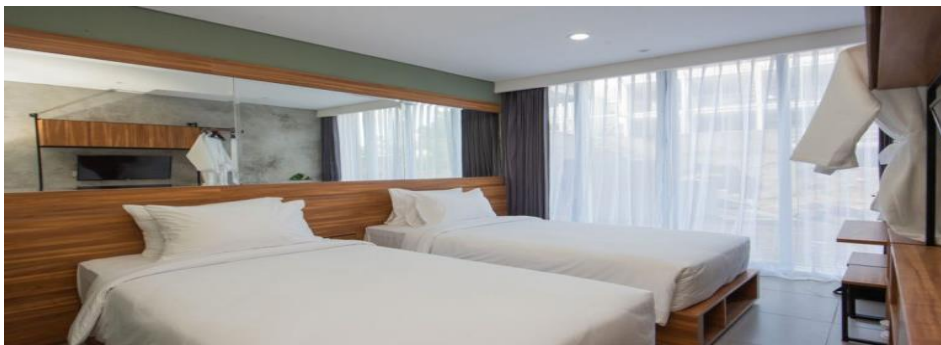
1. To provide exceptional service and hospitality that exceeds our guests' expectations and creates memorable experiences.
2. To showcase the rich Balinese culture and traditions through our design, cuisine, and activities, while also supporting and preserving the local community.
3. To adopt sustainable practices that minimize our environmental impact

and contribute to the conservation of natural resources.

4. To continuously improve and innovate our offerings to meet the evolving needs and preferences of our guests, while maintaining our commitment to quality and excellence.
5. To create a positive and fulfilling work environment for our employees that fosters personal and professional growth, diversity, and inclusion.

### **2.3. Kinds of Business**

Rimbun Canggu Hotel opened in 2018 as a modern, stylish, and luxurious property that provides guests with the ideal blend of comfort and convenience. The hotel has 24 well-appointed rooms, a beautiful outdoor pool, a restaurant serving delectable cuisine, and a spa with a variety of treatments. The name "Rimbun" means "lush" in Malay, reflecting the hotel's beautiful and verdant surroundings, Rimbun Canggu Villas The villas were completed in 2020 and are a recent addition to the property. The four villas provide guests with the ultimate in luxury and privacy, each with its own private pool, garden, and outdoor living area. The villas are designed in a modern Balinese style, with natural materials and traditional elements combining to create a peaceful and relaxing environment.





**Figure 2. 2 The Main Product of Rimbun Canggus Hotel and villas**

Dividing a business such as Rimbun Canggus Hotel and Villas would involve separating the assets, liabilities, and operations of the business into two distinct entities. This can be done through a variety of methods, including:

1. Spin-off: This involves creating a new, separate company that is spun off from the existing business. The new company would then be responsible for the operations of the hotel or the villas.
2. Sale: Another option is to sell one part of the business, either the hotel or the villas, to a third party.
3. Joint Venture: A joint venture is a partnership between two businesses, where they come together to create a new entity to operate the hotel or villas.
4. Franchise: A franchise arrangement would involve allowing a third party to use the Rimbun Canggus brand and operate either the hotel or the villas under the guidance of the Rimbun Canggus management.

### **2.3. Structure of Organizational**

Rimbun Canggus Hotel and Villas is a luxury resort located in the popular tourist destination of Canggu in Bali, Indonesia. The resort is relatively new, having opened its doors in 2019. The idea for the resort was born when a group of like-minded friends came together with a shared vision of creating a space where people could escape the stresses of everyday life and reconnect with nature. They wanted to create a place that would be both luxurious and sustainable, and they set out to design a resort that would be in harmony with its natural surroundings.

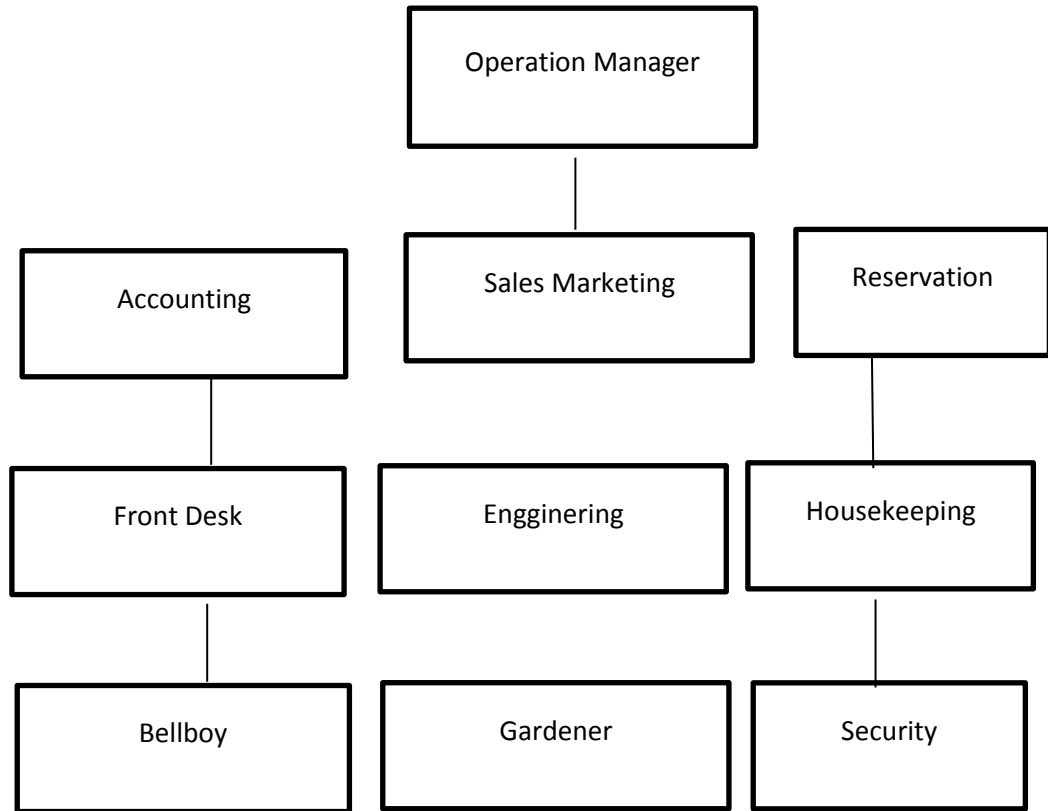
Rimbun Canggu Hotel Logo And villas have two colors: green and white. Green typically represents nature, freshness, tranquility, and growth, conveying a sense of relaxation and comfort to guests. White, on the other hand, represents cleanliness, purity, simplicity, and sophistication, implying a high level of hygiene, elegance, and professionalism. When these colors are combined in a hotel logo, they can create a visual identity that evokes a sense of calm, serenity, and luxury, all of which are often associated with a memorable and enjoyable hotel experience.



**Figure 2. 3 Logo of the Company**

In Rimbun Canggu and And Villas refers to the organization and arrangement of various components and departments within the hotel to ensure efficient operations and a seamless guest experience. This includes the hotel's physical layout, such as the number and type of rooms, restaurants, and common areas, as well as the management hierarchy, staffing levels, and policies and procedures for different areas of the hotel. A well-designed hotel structure helps ensure that guests receive high-quality service, employees are well-trained and motivated, and the hotel operates profitably.





**Figure 2. 4 Organizational Structure**

## **2.4 Working Process**

### **1. Operation Manager**

A hotel's operation manager is in charge of overseeing and coordinating all aspects of the hotel's day-to-day operations, such as the front desk, housekeeping, maintenance, food and beverage, and guest services. They are in charge of ensuring that the hotel runs efficiently and smoothly, and that guests have a pleasant stay. They are also in charge of managing the hotel's budget, developing and implementing policies and procedures, and ensuring that all relevant regulations and standards are followed. They may also be responsible for hiring and training employees, developing marketing and promotional strategies, and collaborating with other managers and stakeholders to achieve the hotel's goals and objectives.

### **2. Accounting**

Hotel accounting entails keeping track of all financial transactions, such as revenues, expenses, and assets. This includes tracking revenue from room

rentals, food and beverage sales, and other hotel services, as well as expenses related to hotel operations, such as payroll, utilities, and maintenance costs. Hotel accountants must also manage accounts payable and receivable, keep accurate financial records, and prepare financial statements and reports for management and external stakeholders like investors and tax authorities. Accounting practices in a hotel are critical to ensuring financial stability, reducing waste and fraud, and increasing profitability. dealing with land disputes in an effective and appropriate manner through a fair and transparent process, which prioritizes dialogue and consultation methods to reach a consensual agreement and prevent future disputes.

### 3. Sales Marketing

In Rimbun Cangu hotel and Villas, sales and marketing entails promoting the hotel's products and services to potential customers in order to increase revenue and occupancy rates. This includes developing relationships with travel agents and corporate clients, managing social media and online presence, conducting market research and competitor analysis, and building a strong brand image. It also entails providing excellent customer service and satisfaction in order to encourage repeat business and positive feedback. Overall, effective sales and marketing strategies are critical for a hotel's long-term success and profitability.

### 4. Reservation

A hotel's Reservation Department is in charge of handling and managing guest reservations, recording accurate information, handling cancellations and modifications, and optimizing occupancy rates to maximize revenue. In addition, the department works with other hotel departments to coordinate guest requests and ensure a smooth check-in process. They also keep records and reports to track occupancy rates, revenue, and other important metrics..

### 5. Front Desk

A hotel's front desk is in charge of providing a variety of services to guests, such as check-in and check-out, room reservations, answering inquiries, handling complaints, and ensuring a pleasant and comfortable stay. The front

desk staff is frequently the first point of contact for visitors, and they must always maintain a professional and courteous demeanor while juggling multiple tasks and priorities. They may also be in charge of financial transactions, room inventory management, and ensuring compliance with hotel policies and regulations.

#### 6. Engginering

Engineering a hotel entails the design, planning, and construction of a structure capable of providing comfortable and secure lodging for guests, as well as the infrastructure required to support their needs. This includes the design of guest rooms, common areas, and amenities like restaurants, pools, and fitness centers, as well as the mechanical, electrical, and plumbing systems required to keep the building and its facilities in good working order. Building codes and regulations, safety considerations, energy efficiency, and sustainability must all be considered during the engineering process.

#### 7. Housekeeping

In a hotel, housekeeping is responsible for the upkeep and cleanliness of guest rooms, public areas, and back-of-house areas. Housekeeping staff is in charge of cleaning and restocking guest rooms, keeping public areas like lobbies and hallways looking nice, and keeping back-of-house areas like laundry rooms and storage areas clean and organized. Housekeeping also involves coordinating with other departments such as front desk and maintenance to ensure that guest needs are met and that any problems with rooms or facilities are addressed as soon as possible. Overall, housekeeping is critical to providing a positive guest experience and maintaining the hotel's reputation.

#### 8. Bell boy

A bellboy, also known as a bellhop or hotel porter, is a member of the hospitality staff who assists guests with their luggage upon arrival and departure, as well as providing information and recommendations about the hotel and surrounding area. They may also be responsible for delivering room service orders, running errands, and arranging transportation for guests. To

provide excellent customer service, a bellboy must be polite, helpful, and knowledgeable about the hotel's services.

#### 9. Gardener

As a hotel gardener, The responsibilities would typically include maintaining the hotel's grounds and gardens, ensuring that the outdoor areas are clean and well-presented, planting and caring for flowers and other plants, trimming hedges and trees, and ensuring that the overall appearance of the outdoor areas is attractive and appealing to guests. You may also be in charge of maintaining equipment such as lawnmowers and hedge trimmers, as well as collaborating with other hotel staff to plan and execute outdoor events or activities. You will also need to be knowledgeable about local plant species, weather patterns, and seasonal changes in order to keep the hotel's outdoor areas looking their best all year.

#### 10. Security

Security in a hotel entails taking precautions to ensure the safety and well-being of guests and employees, as well as the hotel's physical property. This includes implementing emergency response plans, maintaining secure access control systems, conducting regular patrols and surveillance, and training staff to handle security incidents appropriately. In addition, hotels must follow local security laws and regulations, such as fire safety codes and data privacy

## **2.6. Document Used for Activities**

There are several documents used for activity while doing Apprenticeship, as follows:

### **2.6.1. Room Reservation Form**

Room reservation forms are documents or online interfaces that enable individuals or organizations to book or reserve a room or space for a specific period of time. They gather vital information from the requester and offer additional services or amenities. The form facilitates the reservation process by ensuring clear communication and accurate record-keeping..

### **2.6.2. Registration Form**

A registration form is a document that guests are required to fill out upon checking in. It includes guest information, identification details, check-in/check-out dates, room preferences, payment details, emergency contact details, and terms and conditions. It helps hotels manage guest records, ensure a smooth check-in process, and provide personalized services during the stay..

#### **2.6.2.1. Invoice**

In the hotel industry, an invoice is a document that provides a detailed breakdown of the charges incurred by a guest during their stay. It functions as a billing statement, outlining the cost of lodging, extra services, and any applicable taxes or fees. The invoice usually includes the guest's name, room number, check-in and check-out dates, a breakdown of charges for the room rate, meals, amenities, and any other services used. The invoice is given to the guest upon departure and serves as a payment record for both the guest and the hotel..

## CHAPTER III

### SCOPE OF APPRENTICESHIP

#### 3.1. Job Description

The apprenticeship program had been done At Front Office And Sales Marketing Departement At Rimbun Cangu Hotel And Villas started from 20<sup>th</sup> February to 20<sup>th</sup> June 2023. Working hours are from 08.00 to 16.30 wita with lunch break from 12.00 to 12.30.Wita There were Several kinds of main jobs had been performed during the apprenticeship at Rimbun Cangu Hotel and Villas which are as follows.

1. Confirmation letter
2. Daily Pick up Reservation
3. Input Guest Reservation
4. Handle Guest Check in And Check Out

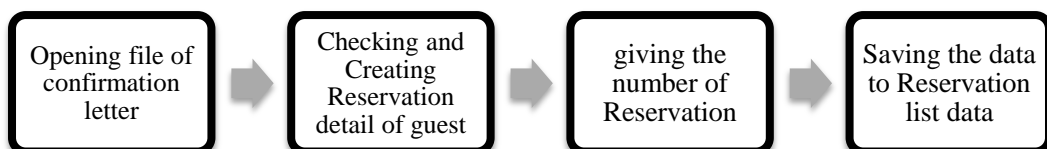
#### 3.2. Working Procedure

The working procedures are based on standard Operating Procedure (SOP) of Rimbun Cangu Hotel And Villas, SOP is a procedure specific to your operation that describes the activities required to complete tasks in accordance with industry regulations, provincial laws, or even your own business standards.

There were several operational processes that were implemented and explained as follows

##### 1.2.4. Confirmation letter

Creating a confirmation letter for a hotel guest typically involves including important details about their reservation and providing a warm and professional tone. Here are the steps to make a confirmation letter for a guest in a hotel:



1. Start with a professional header: Include the hotel's logo, name, address, contact information, and the current date. Place this information at the top of the letter.
2. Add a courteous salutation: Begin the letter with a polite and welcoming greeting, addressing the guest by name if possible.
3. Confirm reservation details: State the guest's name, arrival and departure dates, and the type of room they have reserved. Include any special requests they made during the booking process, such as a non-smoking room or a specific room location.
4. Mention payment details: Provide information on the payment method, whether it's pre-paid or to be settled upon check-in/check-out. If any deposits or advance payments were made, include that information as well.
5. Include check-in and check-out procedures: Briefly outline the check-in and check-out procedures, such as check-in time, location, and any necessary identification or documents the guest needs to present.
6. Highlight amenities and services: Mention any notable amenities or services available to the guest during their stay, such as complimentary breakfast, room service, Wi-Fi access, gym facilities, or other facilities the hotel offers.
7. Share contact information: Provide the guest with contact details, including the hotel's front desk number or concierge services, in case they have any questions or need assistance before or during their stay.
8. Offer assistance: Convey the hotel's commitment to guest satisfaction and emphasize that the staff is ready to assist them with any inquiries or requests to ensure a pleasant stay.
9. End with a courteous closing: Use a professional closing, such as "Sincerely" or "Best regards," followed by your name and position within the hotel (e.g., Front Desk Manager)
10. Add any necessary attachments: If there are additional documents or forms that the guest needs to bring or fill out, mention them in the letter and attach them as separate documents

11. Proofread and format: Review the letter for any grammatical errors, typos, or formatting issues. Ensure the letter is well-structured, easy to read, and looks professional.

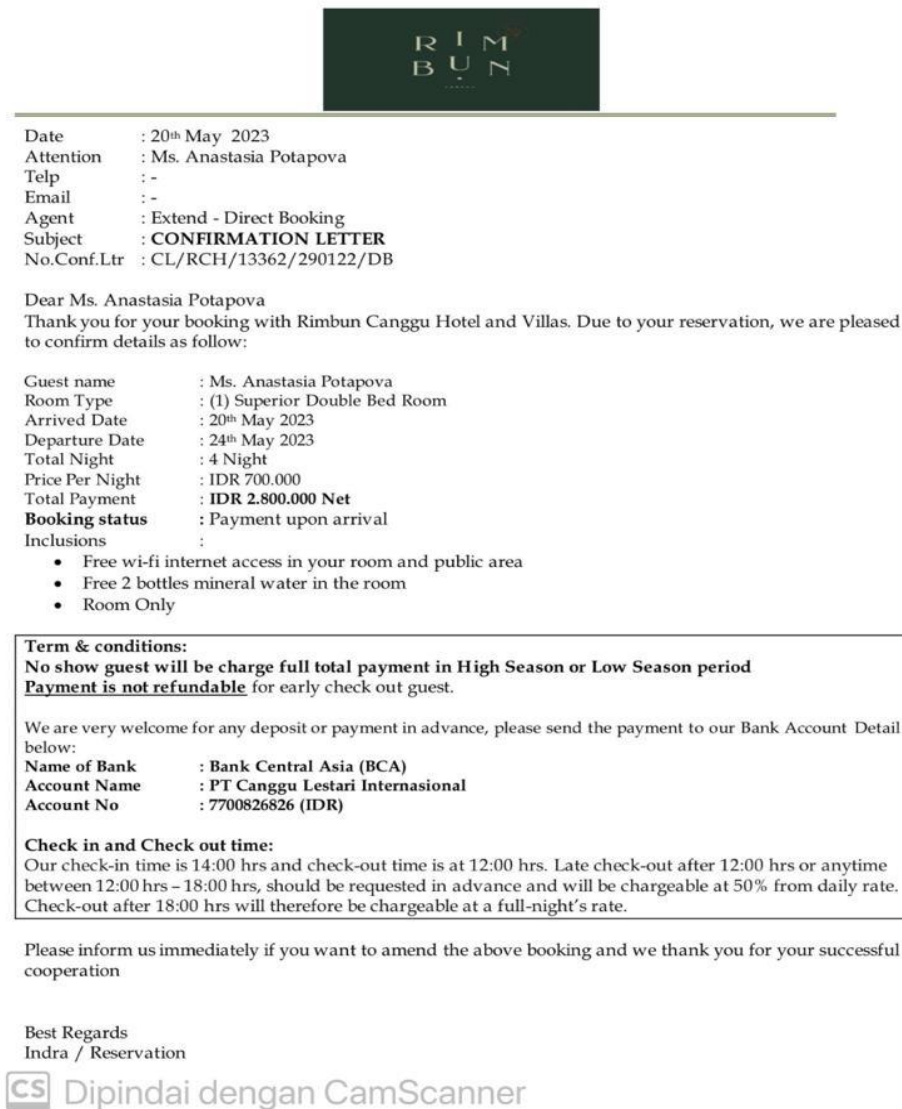
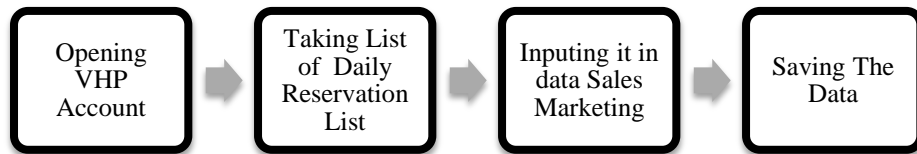


Figure 3.1 Confirmation Letter

### 3.2.2. Daily Pick up Reservation

To make a daily pick-up reservation for sales in a hotel, there are steps at Rimbun Canggu Hotel and Villas which are as follows.





1. Provide reservation details: Clearly communicate the details of your reservation. Include the following information:
  - a. Date: Specify the date for the pick-up reservation.
  - b. Time: Indicate the desired time for pick-up.
  - c. Duration: Specify the expected duration of the reservation.

Number of attendees: Provide an estimate of the number of people who will be attending.

- a. Purpose: Explain the purpose of the reservation, such as a sales meeting or presentation.
  - b. Special requests: If you have any specific requirements, such as audiovisual equipment or catering services, mention them at this stage.
2. Confirm availability: Check with the hotel if they have availability for your requested date, time, and requirements. If they don't have availability, you may need to consider an alternative date or time.
  3. Negotiate terms: Discuss any specific terms or conditions for the reservation, including pricing, cancellation policies, and any additional services or amenities you may require. Be sure to clarify all the details to avoid any misunderstandings later on.
  4. Provide contact details: Share your contact information with the hotel, including your name, phone number, and email address. This information will allow them to communicate with you regarding the reservation and any necessary updates.
  5. Confirm the reservation: Once all the details have been agreed upon, ask the hotel to confirm the reservation in writing. This confirmation should include the date, time, duration, number of attendees, and any special requests or services agreed upon.

6. Follow up: Prior to the reservation date, it's a good practice to follow up with the hotel to reconfirm the reservation and ensure that all the arrangements are in place.

Remember that these steps may vary depending on the hotel's specific reservation process. It's always a good idea to communicate directly with the hotel to understand their specific requirements and procedures for making daily pick-up reservations for sales.

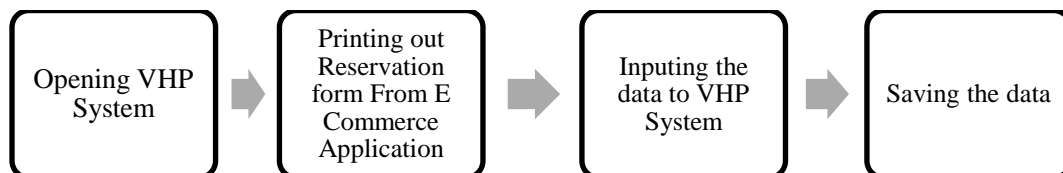
**DAILY PICK UP RESERVATION**  
**PERIOD : April 2023**

TOTAL ROOM		16 THURSDAY			17 FRIDAY			18 SATURDAY			19 SUNDAY			20 MONDAY			21 TUESDAY		
SEGMENT		REVENUE	ARR	TOTAL	REVENUE	ARR	TOTAL	REVENUE	ARR	TOTAL	REVENUE	ARR	TOTAL	REVENUE	ARR	TOTAL	REVENUE	ARR	TOTAL
Walk In	Individual	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Corp.Gover	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	TOTAL	0	#DIV/0!		#DIV/0!	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
SDR	Individual	#DIV/0!	#DIV/0!	1	800,000	800,000	1	700,000	700,000		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Corporate	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Government	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Travel Agent	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Meeting	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Online TA	2,109,030	703,010	4	2,112,894	528,224		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
TOTAL		#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		
Pick Up	Individual	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Corporate	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Government	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Travel Agent	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Meeting	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	Online TA	2,412,463	804,154	5	4,053,738	810,748	5	4,393,420	878,684		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
TOTAL		#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		
Pickup	Group	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	
	TOTAL	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0
% PICK UP / DAY				0.00%			0.00%			0.00%			0.00%			0.00%			0.00%

Figure 3.2 Daily Pick up Reservation

### 3.2.3. Input Guest Reservation

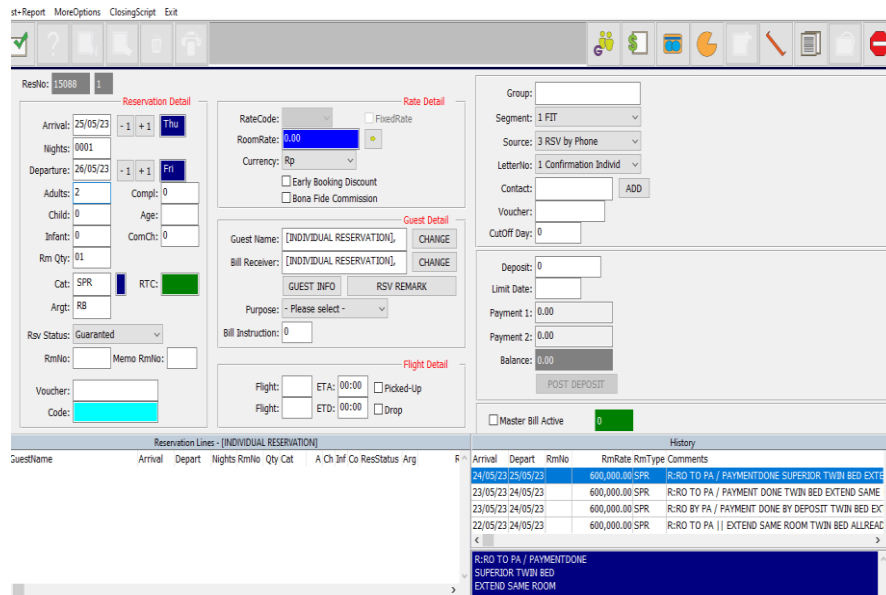
To input a guest reservation into the VHP (Visual Hotel Program) system, which are as follows Steps:



1. Launch the VHP system: Log in to the VHP software using your credentials. Ensure that you have the necessary access rights to input guest reservations.

2. Navigate to the reservation module: Once logged in, locate the reservation module within the VHP system. This module is usually labeled or easily identifiable in the system's interface.
3. Create a new reservation: Within the reservation module, look for an option to create a new reservation. It may be a button or a menu item, such as "New Reservation" or "Create Reservation."
4. Enter guest details: Fill in the required information about the guest making the reservation. This typically includes their full name, contact information (phone number, email address), and any additional details relevant to their stay (e.g., special requests, preferences, loyalty program membership, etc.).
5. Select the dates and room type: Specify the check-in and check-out dates for the reservation. Choose the appropriate room type based on the guest's preferences or availability. You may also need to input the number of guests and any additional occupancy details.
6. Add reservation notes: If there are any specific instructions or important details related to the reservation, add them to the reservation notes section. This can include things like late check-in, early check-out, or any other special arrangements.
7. Confirm and save the reservation: Review the entered information for accuracy. Once satisfied, save the reservation in the VHP system by clicking on the appropriate button (e.g., "Save," "Confirm," or "Submit").
8. Provide confirmation to the guest: After saving the reservation, the system may generate a confirmation number or letter. Provide this to the guest as proof of their reservation. It is also advisable to send a confirmation email or print a reservation confirmation for the guest's records.
9. Update availability and manage reservations: Once the reservation is successfully saved, the VHP system should automatically update the room availability and other relevant inventory details. You can access

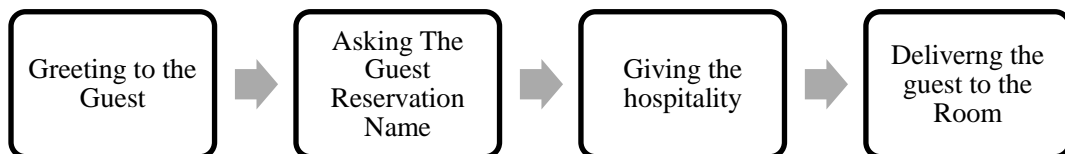
and manage reservations through the reservation module, making modifications or cancellations as necessary.



Picture III Visual Hotel program for input Reservation Guest

### 3.2.4. Handle Guest Check In and Check Out

Handling guest check-in and check-out in a hotel involves several steps and processes :



1. Check-In Process:
  - a. Greeting: Provide a warm welcome to the guest upon arrival at the front desk.
  - b. Reservation Verification: Confirm the guest's reservation details, including name, dates of stay, and room type.
  - c. Identification: Request identification documents, such as a passport or driver's license, to verify the guest's identity and age.
  - d. Registration: Collect necessary information, including contact details, address, and payment method. Have the guest fill out any required registration forms.

- e. Assigning Room: Provide the guest with the key or keycard for their assigned room. Explain directions to the room and any relevant hotel facilities or services.
  - f. Upgrades and Upselling: Offer room upgrades or additional services based on availability and the guest's preferences. Inform them about any special promotions or amenities.
  - g. Payment: Collect payment for the stay, either in full or by pre-authorization of a credit card. Provide a receipt or confirmation of payment.
  - h. Orientation: Briefly explain the hotel's policies, services, amenities, and facilities. Answer any questions the guest may have.
2. During the Stay:
- a. Assistance: Be available at the front desk to address any inquiries, requests, or concerns from guests during their stay.
  - b. Concierge Services: Offer recommendations for local attractions, restaurants, transportation, and assist with booking reservations or arranging transportation services.
  - c. Housekeeping: Coordinate with the housekeeping department to ensure the rooms are cleaned and maintained according to the guest's preferences.
3. Check-Out Process:
- a. Billing Review: Review the guest's final bill, including room charges, additional services, and any applicable taxes or fees.
  - b. Payment Settlement: Process the final payment and provide the guest with an itemized receipt.
  - c. Express Checkout: Offer express checkout options such as allowing guests to drop off keys and settle the bill the night before departure.
  - d. Feedback: Request feedback on the guest's experience and invite them to complete a guest satisfaction survey.
  - e. Luggage Assistance: Offer assistance with luggage, such as calling a bellhop or arranging for transportation services if needed.



**Figure 3.3** Proses of Handle guest check in

### **3.3 Place of Apprenticeship**

The apprenticeship was started from February 20<sup>th</sup> 2023 until June 20<sup>th</sup> 2023. It was done At Rimbun Canggu Hotel And Villas, Jl. Pantai Batu Bolong No.55, Canggu, Kec. Kuta Utara, Kabupaten Badung, Bali 80361

### **3.4 Kind And Description Of The Activity**

The daily activities in front Office And sales Marketing at Rimbun Canggu Hotel and Villa

### Table 3. 1. Daily Activities

#### Agenda of the First Week Activities (Februari 20<sup>th</sup>-26<sup>th</sup>, 2023)

Table 3.1 Daily Activities of February 20<sup>th</sup> to February 26<sup>th</sup>, 2023

NO	Day/Date	Activity	Place
1	Monday, February 20 <sup>th</sup>	Introducing to the office staff and devisions	Rimbun Cangg Hotel And Villas
2	Tuesday, February 21 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
3	Wednesday, February 22 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
4	Thursday, February 23 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
5	Friday, February 24 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
6	Saturday, February 25 <sup>th</sup>	OFF	-
7	Sunday, February 26 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Cangg Hotel And Villas

**Table 3.2 Daily Activities of February 27<sup>th</sup> to March 5<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, February 27 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
2	Tuesday, February 28 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
3	Wednesday, March 1 <sup>st</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
4	Thursday, March 2 <sup>nd</sup> , 2023	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
5	Friday, March 3 <sup>rd</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
6	Saturday, March 4 <sup>th</sup>	OFF	-
7	Sunday, March 5 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Cangg Hotel And Villas



**Table 3.3 Daily Activities of March 6<sup>th</sup> to March 12<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, March 6 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
2	Tuesday, March 7 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
3	Wednesday, March 8 <sup>th</sup>	OFF	-
4	Thursday, March 9 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
5	Friday, March 10 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
6	Saturday, February 11 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
7	Sunday, February 12 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Canggung Hotel And Villas

**Table 3.4 Daily Activities of March 13<sup>th</sup> to March 19<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, March 13 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
2	Tuesday, March 14 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
3	Wednesday, March 15 <sup>th</sup>	OFF	-
4	Thursday, March 16 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
5	Friday, March 17 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
6	Saturday, February 18 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
7	Sunday, February 19 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Cangg Hotel And Villas

**Table 3.5 Daily Activities of March 20<sup>th</sup> to March 26<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, March 20 <sup>th</sup>	.Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
2	Tuesday, March 21 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
3	Wednesday, March 22 <sup>th</sup>	OFF	-
4	Thursday, March 23 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
5	Friday, March 24 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
6	Saturday, February 25 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
7	Sunday, February 26 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Cangg Hotel And Villas

**Table 3.6 Daily Activities of March 27<sup>th</sup> to April 2<sup>nd</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, March 27 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
2	Tuesday, March 28 <sup>th</sup> , 2023	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
3	Wednesday, March 29 <sup>th</sup>	OFF	-
4	Thursday, March 30 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
5	Friday, March 31 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
6	Saturday, April 1 <sup>st</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
7	Sunday, April 2 <sup>nd</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Cangg Hotel And Villas

**Table 3.7 Daily Activities of April 3<sup>rd</sup> to April 9<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, April 3 <sup>rd</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
2	Tuesday, April 4 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
3	Wednesday, April 5 <sup>th</sup>	OFF	-
4	Thursday, April 6 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
5	Friday, April 7 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
6	Saturday, April 8 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Cangg Hotel And Villas
7	Sunday, April 9 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Cangg Hotel And Villas

**Table 3.8 Daily Activities of April 10<sup>th</sup> to April 16<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, April 10 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
2	Tuesday, April 11 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
3	Wednesday, April 12 <sup>th</sup>	OFF	-
4	Thursday, April 13 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
5	Friday, April 14 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
6	Saturday, April 15 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
7	Sunday, April 16 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Canggung Hotel And Villas

**Table 3.9 Daily Activities of April 17<sup>th</sup> to April 23<sup>rd</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, April 17 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
2	Tuesday, April 18 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
3	Wednesday, April 19 <sup>th</sup>	Eid al-Fitr Collective Leave	-
4	Thursday, April 20 <sup>th</sup>	Eid al-Fitr Collective Leave	-
5	Friday, April 21 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
6	Saturday, April 22 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
7	Sunday, April 23 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Canggung Hotel And Villas

**Table 3.10 Daily Activities of April 24<sup>th</sup> to April 30<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, April 24 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggu Hotel And Villas
2	Tuesday, April 25 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggu Hotel And Villas
3	Wednesday, April 26 <sup>th</sup>	OFF	-
4	Thursday, April 27 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggu Hotel And Villas
5	Friday, April 28 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggu Hotel And Villas
6	Saturday, April 29 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggu Hotel And Villas
7	Sunday, April 30 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Canggu Hotel And Villas

**Table 3.11 Daily Activities of May 1<sup>st</sup> to May 7<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, May 1 <sup>st</sup>	Make daily Pick up Reservation	Rimbun Canggu Hotel And Villas
2	Tuesday, May 2 <sup>nd</sup>	Make daily Pick up Reservation	Rimbun Canggu Hotel And Villas
3	Wednesday, May 3 <sup>rd</sup>	OFF	-
4	Thursday, May 4 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggu Hotel And Villas
5	Friday, May 5 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggu Hotel And Villas
6	Saturday, May 6 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggu Hotel And Villas
7	Sunday, May 7 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Canggu Hotel And Villas

**Table 3.12 Daily Activities of May 8<sup>th</sup> to May 14<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, May 8 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
2	Tuesday, May 9 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
3	Wednesday, May 10 <sup>th</sup>	OFF	-
4	Thursday, May 11 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
5	Friday, May 12 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
6	Saturday, May 13 <sup>th</sup>	Make daily Pick up Reservation	Rimbun Canggung Hotel And Villas
7	Sunday, May 14 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Canggung Hotel And Villas

**Table 3.13 Daily Activities of May 15<sup>th</sup> to May 21<sup>st</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, May 15 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggung Hotel And Villas
2	Tuesday, May 16 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggung Hotel And Villas
3	Wednesday, May 17 <sup>th</sup>	OFF	-
4	Thursday, May 18 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggung Hotel And Villas
5	Friday, May 19 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggung Hotel And Villas
6	Saturday, May 20 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggung Hotel And Villas
7	Sunday, May 21 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Canggung Hotel And Villas

**Table 3.14 Daily Activities of May 22<sup>nd</sup> to May 28<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, May 22 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
2	Tuesday, May 23 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
3	Wednesday, May 24 <sup>th</sup>	OFF	-
4	Thursday, May 25 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out 3Make Invoice for the Guest	Rimbun Cangg Hotel And Villas
5	Friday, May 26 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
6	Saturday, May 27 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
7	Sunday, May 28 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Cangg Hotel And Villas

**Table 3.15 Daily Activities of May 29<sup>th</sup> to June 4<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, May 29 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
2	Tuesday, May 30 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
3	Wednesday, May 31 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
4	Thursday, June 1 <sup>st</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
5	Friday, June 2 <sup>nd</sup>	OFF	-
6	Saturday, June 3 <sup>rd</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
7	Sunday, June 4 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Cangg Hotel And Villas

**Table 3.16 Daily Activities of June 5<sup>th</sup> to June 11<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, June 5 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
2	Tuesday, June 6 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
3	Wednesday, June 7 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
4	Thursday, June 8 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
5	Friday, June 9 <sup>th</sup> , 2023	OFF	-
6	Saturday, June 10 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Cangg Hotel And Villas
7	Sunday, June 11 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Cangg Hotel And Villas



**Table 3.17 Daily Activities of June 12<sup>th</sup> to June 20<sup>th</sup>, 2023**

<b>NO</b>	<b>Day/Date</b>	<b>Activity</b>	<b>Place</b>
1	Monday, June 12 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggu Hotel and Villas
2	Tuesday, June 13 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggu Hotel and Villas
3	Wednesday, June 14 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggu Hotel and Villas
4	Thursday, June 15 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggu Hotel and Villas
5	Friday, June 16 <sup>th</sup>	OFF	-
6	Saturday, June 17 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggu Hotel and Villas
7	Sunday, June 18 <sup>th</sup>	1.Input Reservation Guest 2. Double Check Expected Arrival Reservation Guest For next day	Rimbun Canggu Hotel and Villas
8	Monday, June 19 <sup>th</sup>	1.Make Daily Pick up Reservation 2.Handle Guest Check in and Check Out	Rimbun Canggu Hotel and Villas
9	Tuesday, June 20 <sup>th</sup>	OFF	-

## **CHAPTER IV CONCLUSION AND SUGGESTION**

### **4.1 Conclusion**

After doing the apprenticeship program in Rimbun Canggus hotel and Villas are some conclusion as follow:

1. There are some kinds of job done during the apprenticeship; Confirmation letter, a room Reservation form, Daily Pick up Reservation, and input guest Reservation.
2. The working procedures are based on Standard Operating Procedure (SOP) of Rimbun Canggus Hotel And Villas .There were several documents used for activity while doing apprenticeship program; registration form of guest, Expected Arrival (Ea),And Performance Invoice.
3. After doing the apprenticeship program at Rimbun Canggus Hotel And Villas, several subject materials acquired in campus such as; Business Writing, Business Communication, Tour Guiding, Mice Management, Translation, Reading, Speaking, Public Relation, Etika Profesi, Business Simulation were applied in real practice such as in practice speaking with Customer, handling telephoning, translating the documents, replying an business letter.

### **4.2 Suggestion**

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

1. Giving departmental assignments during the internship to encourage participation Field Work Practices will delve deeper into the material and its appropriate application with major stakeholders.
2. Internship participants are expected to do practical work diligently in order to better understand the knowledge obtained.

## APPENDICES


### APPENDIX A Daily Activity of Apprenticeship

#### DAILY ACTIVITY

#### APPRENTICESHIP

Day : Monday

Date : February 20<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Introducing to the office staff	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Self-introduction to all staff of Rimbun Canggu Hotel

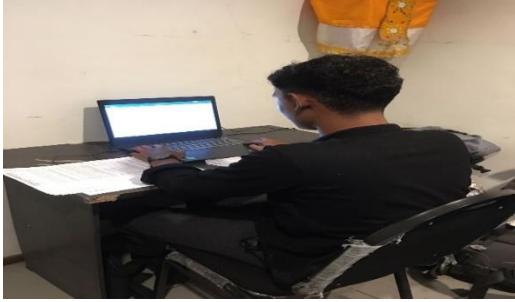
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : February 21<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

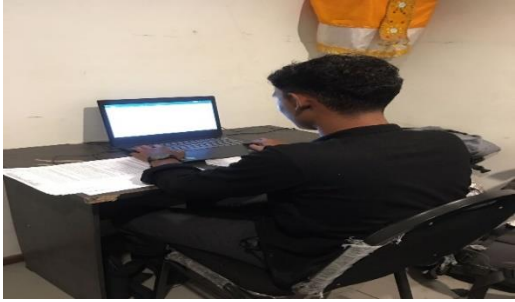
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : February 22<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

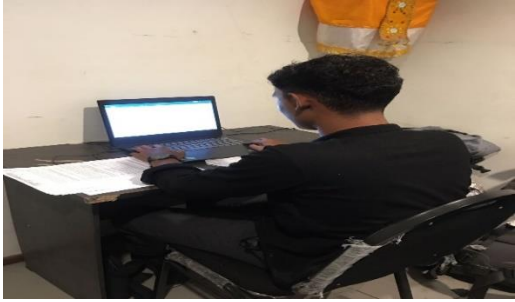
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Thursday

Date : February 23<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

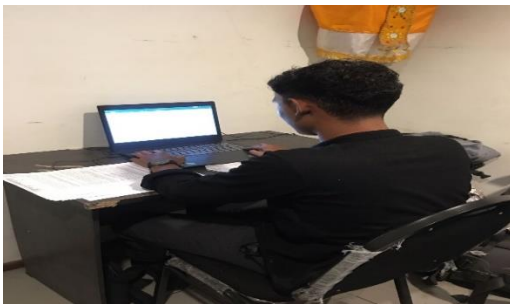
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : February 24<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : February 27<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day




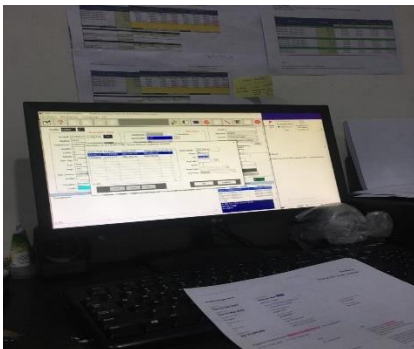
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : February 28<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Input Reservation Guest	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Input expected arrival reservation to visual hotel program (VHP) and double check guest same day reservation.

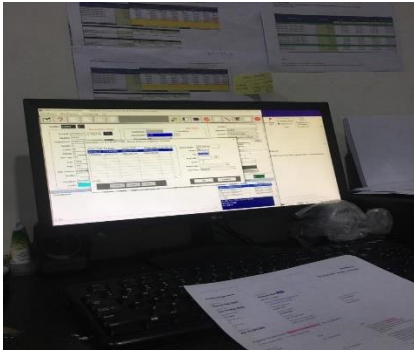
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : March 1<sup>st</sup>, 2023

No	Description	Supervisor	Signature
1	Input Reservation Guest	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Input expected arrival reservation to visual hotel program (VHP) and double check guest same day reservation.

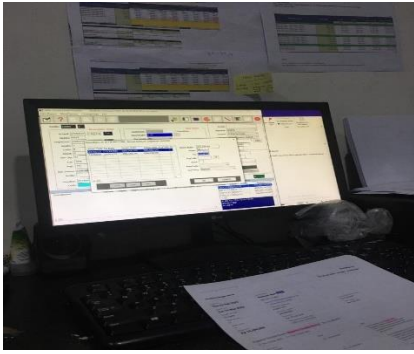
**DAILY ACTIVITY**

**APPRENTICESHIP**

Day : Thursday

Date : March 2<sup>nd</sup>, 2023

No	Description	Supervisor	Signature
1	Input Reservation Guest	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Input expected arrival reservation to visual hotel program (VHP) and double check guest same day reservation.

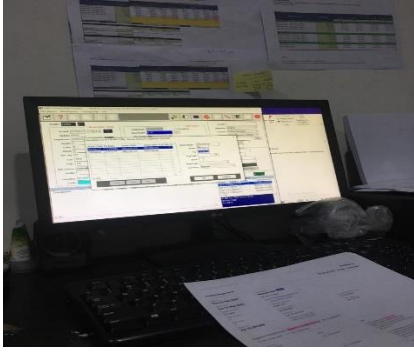
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : March 3<sup>rd</sup>, 2023

No	Description	Supervisor	Signature
1	Input Reservation Guest	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Input expected arrival reservation to visual hotel program (VHP) and double check guest same day reservation.

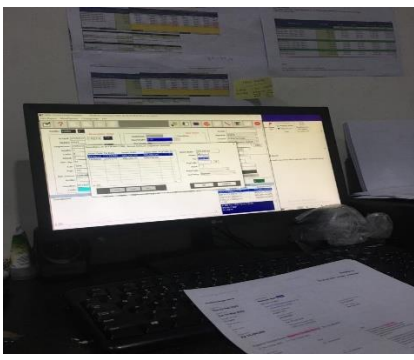
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : March 5<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Input Reservation Guest	Edwin Pribadi	
<b>Note :</b>			



No	THE PICTURE OF ACTIVITY	INFORMATION
		Input expected arrival reservation to visual hotel program (VHP) and double check guest same day reservation.

## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : March 6<sup>th</sup>, 2023


No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			
No	THE PICTURE OF ACTIVITY	INFORMATION	
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day	

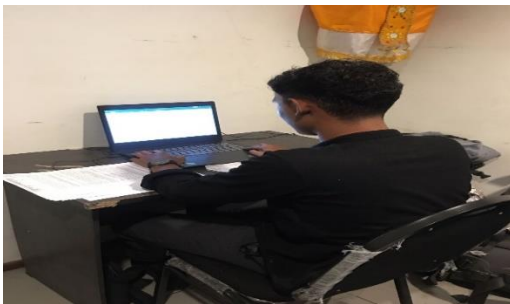
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : March 7<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


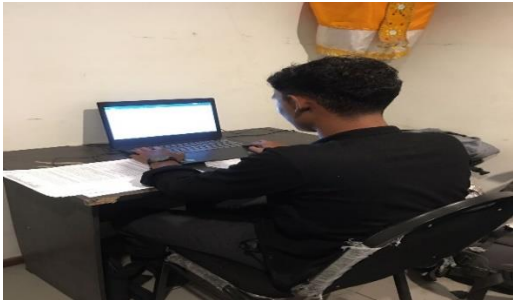
No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : March 8<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			
No	THE PICTURE OF ACTIVITY	INFORMATION	
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day	


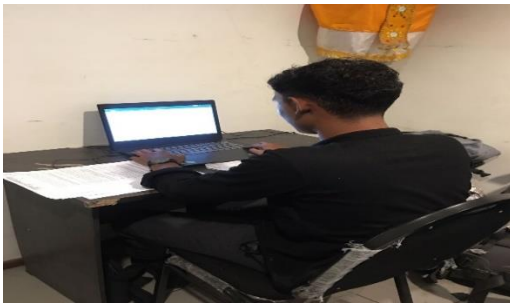


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Thursday

Date : March 9<sup>th</sup>, 2023


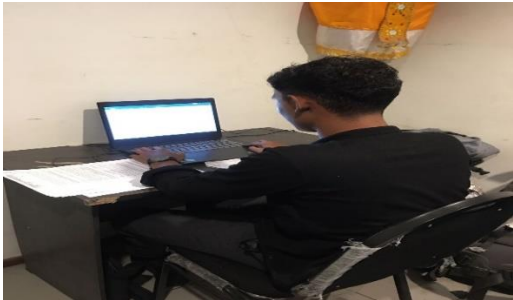
No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			
No	THE PICTURE OF ACTIVITY	INFORMATION	
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day	

## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : March 10<sup>th</sup>, 2023


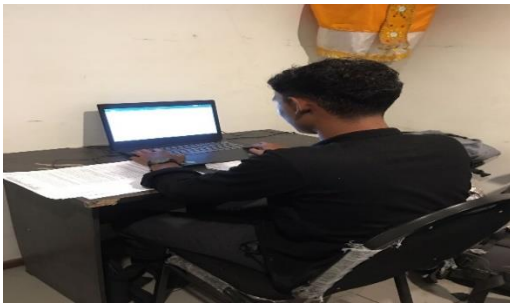
No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			
No	THE PICTURE OF ACTIVITY	INFORMATION	
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day	

## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : March 12<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			
No	THE PICTURE OF ACTIVITY	INFORMATION	
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day	


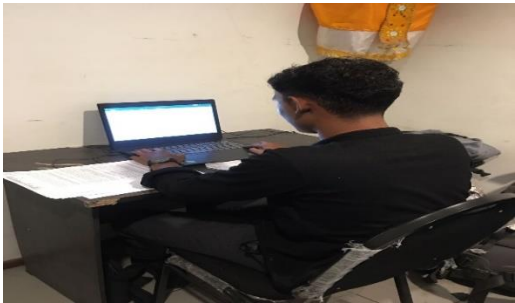
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date

: March 13<sup>th</sup>, 2023


No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			
No	THE PICTURE OF ACTIVITY	INFORMATION	
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day	


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : March 14<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : March 15<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

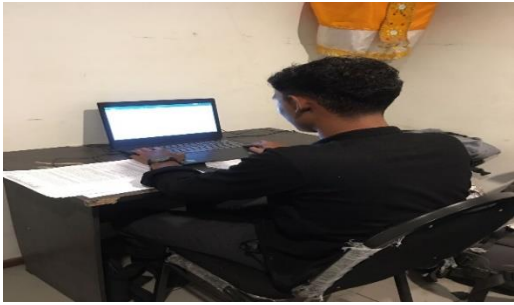
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Thursday

Date : March 16<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

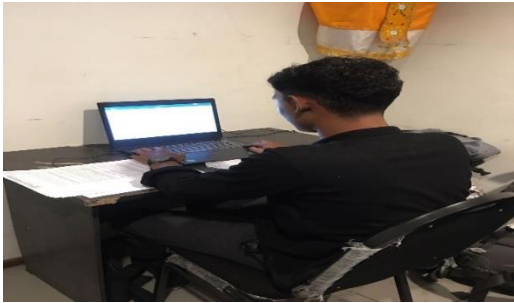
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : March 17<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day




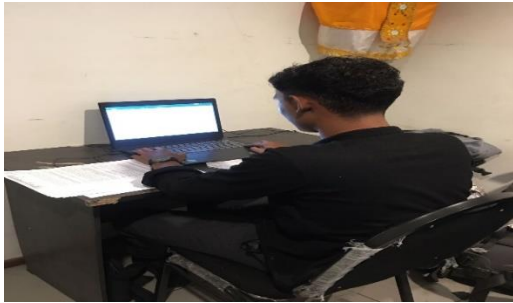
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : March 19<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

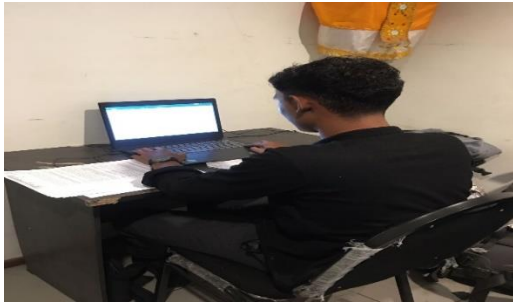
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : March 20<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

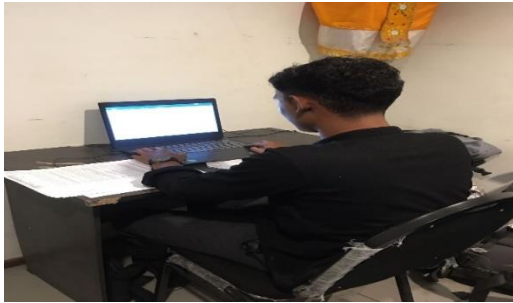
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : March 21<sup>st</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

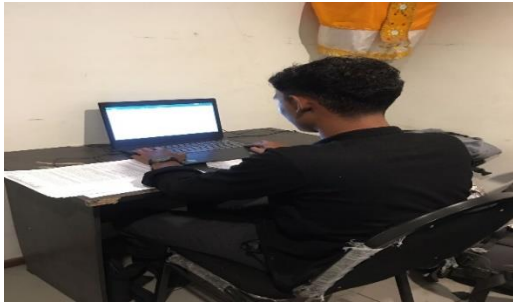
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : March 22<sup>nd</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

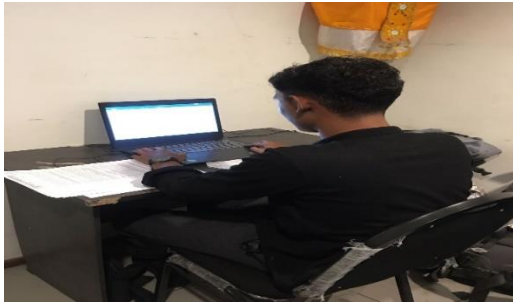
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Thursday

Date : March 23<sup>rd</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

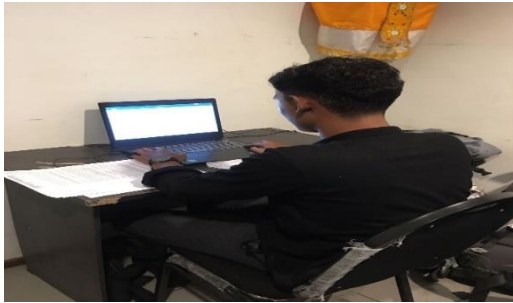
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : March 24<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

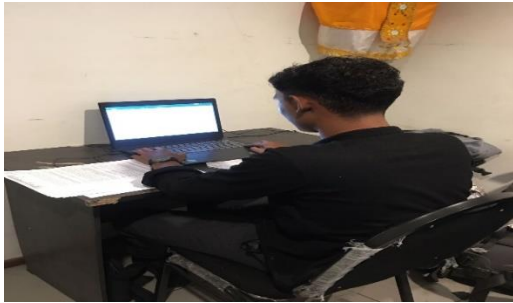
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : March 26<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

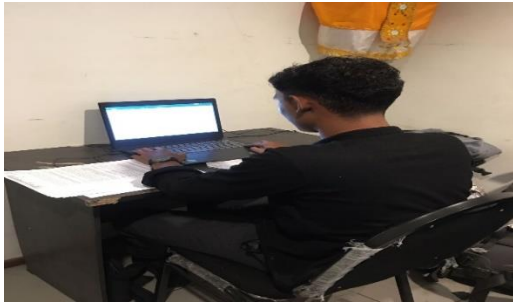
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : March 27<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day




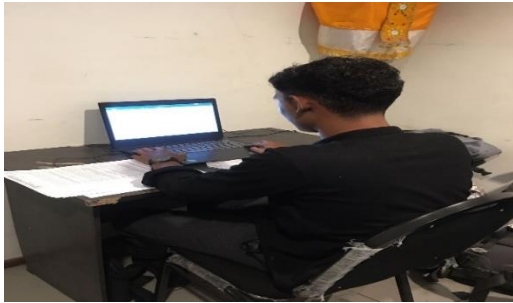
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : March 28<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

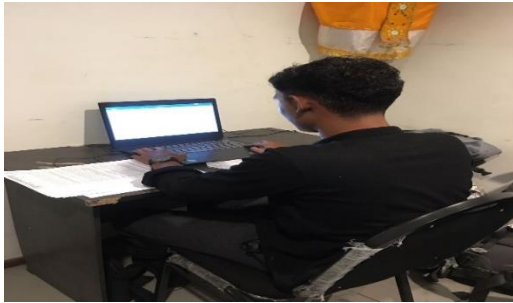
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : March 29<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

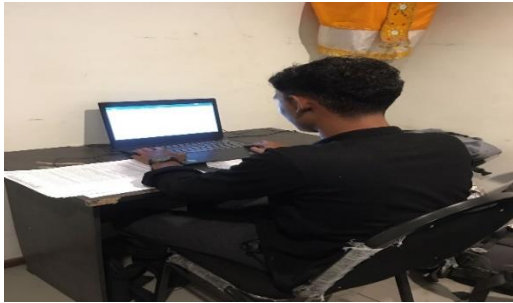
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Thursday

Date : March 30<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : March 31<sup>st</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

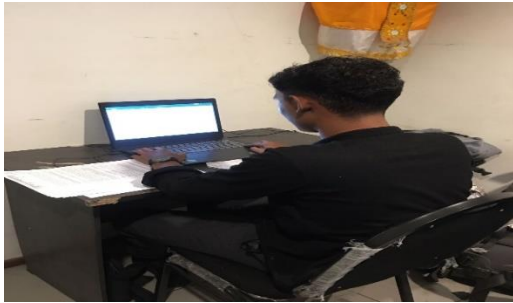
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : March 02<sup>th</sup>, 2023


No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			

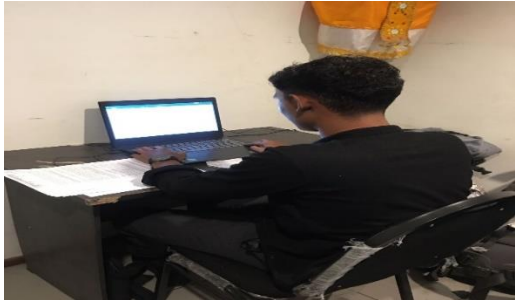
No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

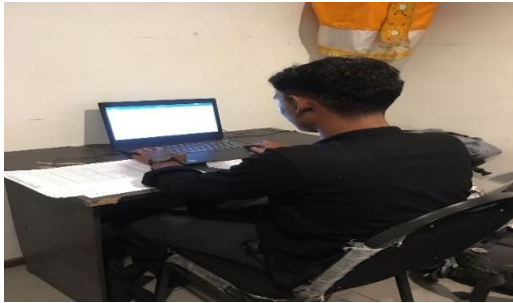
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : April 4<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

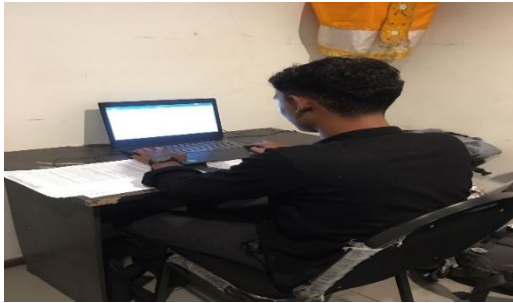
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : April 5<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day




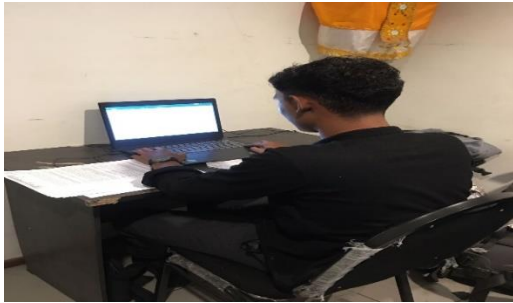
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Thursday

Date : April 6<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

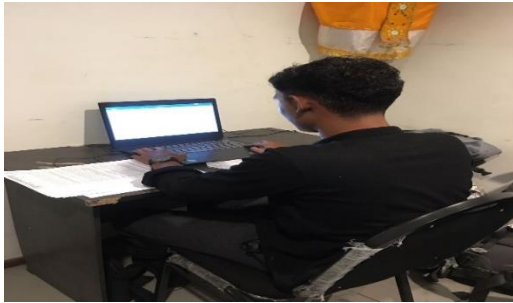
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : April 7<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : April 9<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : April 10<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

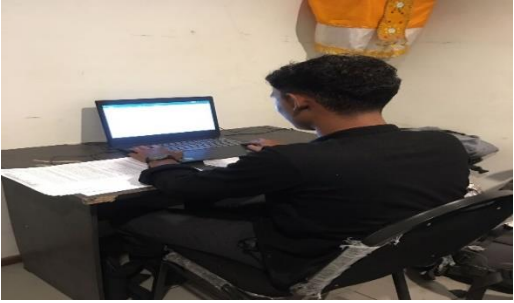
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : April 12<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

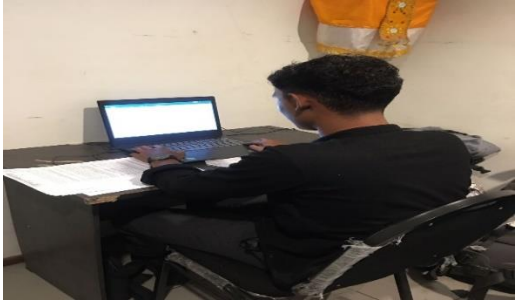
**DAILY ACTIVITY**

**APPRENTICESHIP**

Day : Thursday

Date : April 13<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

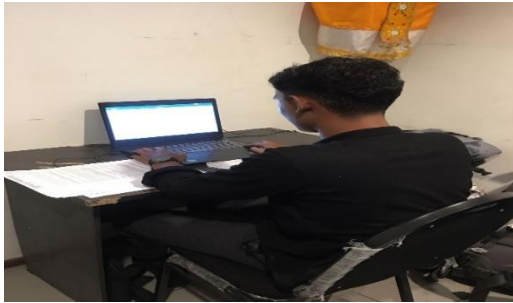
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : April 14<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

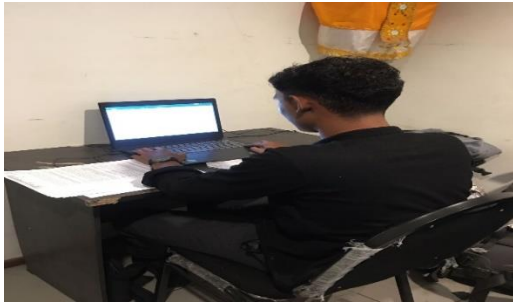
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : April 16<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day




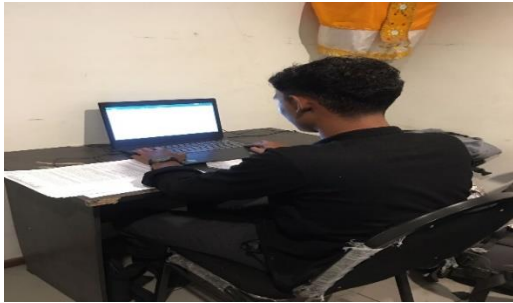
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : April 17<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

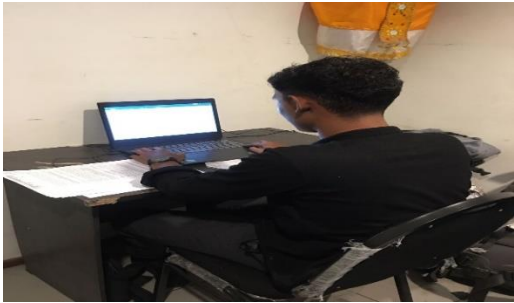
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : April 18<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

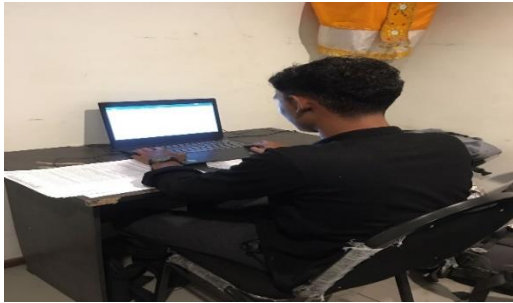
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : April 26<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

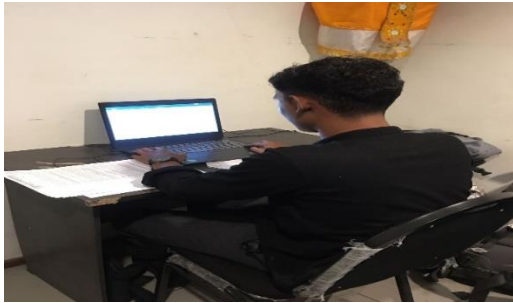
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Thursday

Date : April 27<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : April 28<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : April 01<sup>st</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

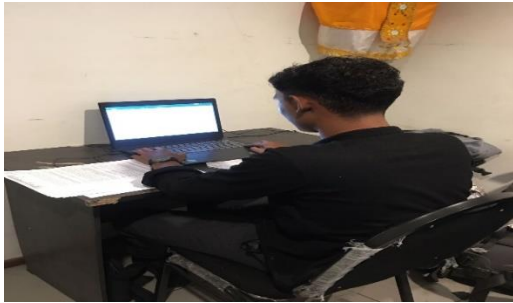
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : May 2<sup>nd</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : May 3<sup>rd</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day




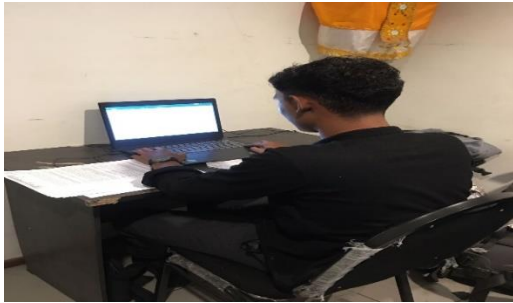
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Thursday

Date : May 4<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

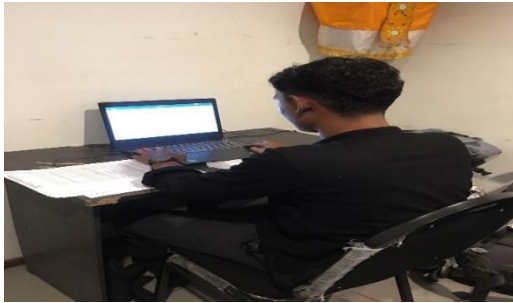
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : May 5<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

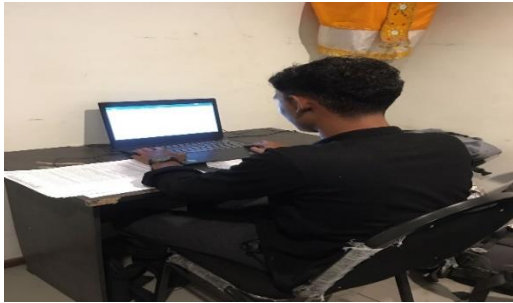
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : May 7<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

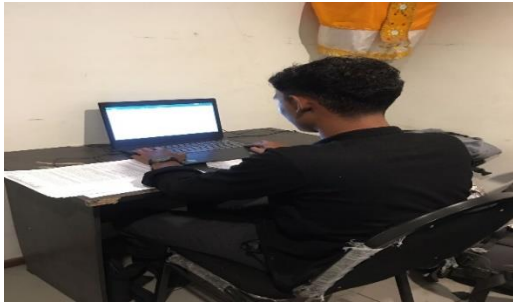
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : May 8<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

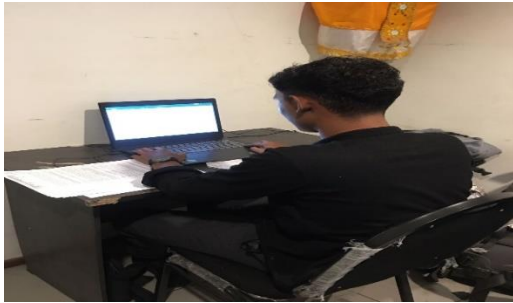
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : May 9<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

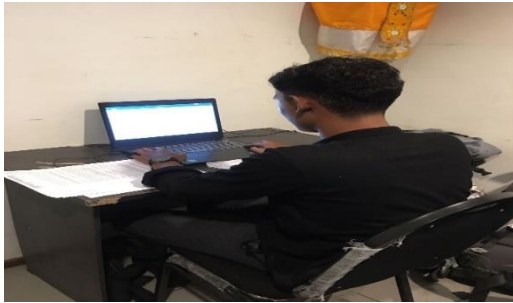
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : May 10<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

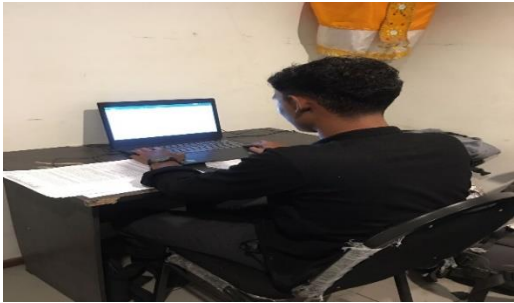
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Thursday

Date : May 11<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day

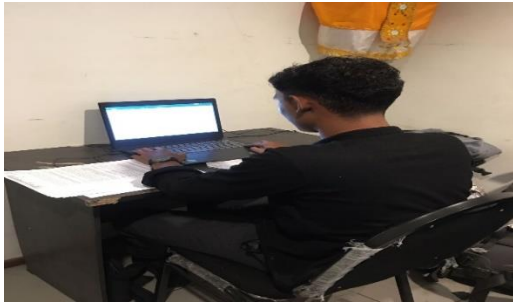
## DAILY ACTIVITY

## APPRENTICESHIP

Day : Friday

Date : May 12<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day





## DAILY ACTIVITY

### APPRENTICESHIP

Day : Sunday

Date : May 14<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

## APPRENTICESHIP

Day :Monday

Date : May 15<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : May 16<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

### APPRENTICESHIP

Day : Wednesday

Date : May 17<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

### APPRENTICESHIP

Day : Friday

Date : May 19<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

### APPRENTICESHIP

Day : Sunday

Date : May 21<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : May 22<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

## APPRENTICESHIP

Day :Tuesday

Date : May 23<sup>rd</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department





## DAILY ACTIVITY

### APPRENTICESHIP

Day : Wednesday

Date : May 24<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

### APPRENTICESHIP

Day : Thursday

Date : May 25<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

### APPRENTICESHIP

Day : Friday

Date : May 26<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : May 28<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : May 29<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

### APPRENTICESHIP

Day : Tuesday

Date : May 30<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

## APPRENTICESHIP

Day :Wednesday

Date : May 31<sup>st</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

### APPRENTICESHIP

Day :Thrusday

Date : June 01<sup>st</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>





## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : June 04<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : June 5<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Tuesday

Date : June 6<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : June 7<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Thursday

Date : June 8<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

### APPRENTICESHIP

Day : Friday

Date : June 9<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Sunday

Date : June 11<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Monday

Date : June 12<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department





## DAILY ACTIVITY

### APPRENTICESHIP

Day : Tuesday

Date : June 13<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

## APPRENTICESHIP

Day : Wednesday

Date : June 14<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department


## DAILY ACTIVITY

### APPRENTICESHIP

Day : Thursday

Date : June 15<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

### APPRENTICESHIP

Day : Friday

Date : June 16<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

### APPRENTICESHIP

Day : Sunday

Date : June 18<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			


No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>


## DAILY ACTIVITY

### APPRENTICESHIP

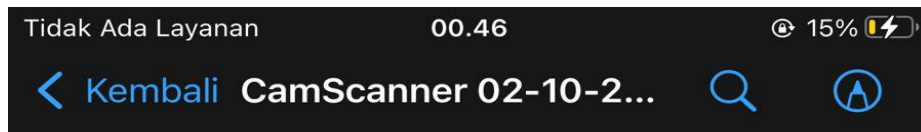
Day : Monday

Date : June 19<sup>th</sup>, 2023

No	Description	Supervisor	Signature
1	Make Daily Pick Reservation	Edwin Pribadi	
2	Handle Guest Check in And Check out		
<b>Note :</b>			

No	THE PICTURE OF ACTIVITY	INFORMATION
		<p>Make daily pick up reservation for sales marketing Needs in seeing the movement of hotel reservation every day, and help to Handle guest check in and check out in front desk department</p>

## APPENDIX B Apprenticeship Acceptance Letter



Jl. Raya Batu Bolong No. 55 Cangg  
Tlp. (0361) 9006328

Cangg, 10/02/2023

Kepada  
Yth. Ibu Agnes Arum Budiana  
Di tempat

Dengan Hormat,

Bersama surat ini menjawab permintaan dari Politehnik Negri Bengkalis untuk diberikan kesempatan magang bagi mahasiswa atas nama sebagai berikut :

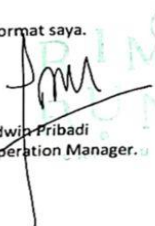
Nama : Muhammad Indrawan  
Jurusan : D – Bahasa Inggris

Mewakili management Rimbun Hotel Cangg & Villas kami memberikan kesempatan untuk bisa magang atau belajar ditempat kami dengan periode **20 February 2023 sd 20 Juni 2023** adapun penempatan sesuai dengan jurusan mahasiwa yaitu di Sales & Marketing department dan Front Office Department.

Adapun Job Desk atau tugas – tugas yang akan diberikan selama magang, akan kami berikan ke yang bersangkutan secara terpisah.

Demikian surat penerimaan kami, mohon di pergunakan sebagaimana mestinya.

Hormat saya.

  
Edwin Pribadi  
Operation Manager.



## APPENDIX C Evaluation Form



### FORM PENILAIAN INTERNSHIP

Nama Siswa : Muhammad Indrawan

NIS/NIM : 5203201127

Program Studi/Jurusan : Bahasa Inggris

Periode Internship : 20/ 02/ 2023 – 20/06/2023

Unit Bisnis : Rimbun Cangu Hotel and villas

NO.	ASPEK PENILAIAN	NILAI
1	Attitude (integritas, komitmen, loyalitas, dedikasi, kreatif, dan inovatif)	90.80
2	Kedisiplinan kehadiran saat internship	90.20
3	Teamwork, komunikatif, dan inisiatif	90.80
4	Pelaksanaan dan penguasaan tugas kerja yang dilakukan	90.70
<b>Total Nilai</b>		365.50
<b>Rata-rata Nilai</b>		90.08

#### Skoring dalam Angka dan Huruf

NILAI ANGKA	NILAI HURUF
80.50 – 100.	Baik Sekali
70.00 – 80.49	Baik
50.60 – 60.99	Cukup
00.00-50.59	Kurang

Cangu, 18 Juni 2023

Atasan/Penilai

( Edwin Pribadi )

Jabatan :Operation Manager



## APPENDIX D Attendance List



Jl. Raya Batu Bolong No. 55 Canggu  
Tlp. (0361) 9006328

### PERIODE 26 JANUARI 2023 - 25 FEBRUARI 2023

	Pegawai						Data scanlog		
	PIN	NIP	Nama	Jabatan	Departemen	Kantor	Tanggal	Scan 1	Scan 2
1	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	20-02-2023	8:32:46 PM	4:21:26 PM
2	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	21-02-2023	8:16:46 AM	4:30:26 PM
3	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	22-02-2023	7:45:23 AM	4:25:26 PM
4	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	23-02-2023	7:42:29 AM	4:09:26 PM
5	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	24-02-2023	7:52:54 AM	4:09:26 PM
6	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	25-02-2023	7:54:11 AM	4:01:26 PM

Prepared by,

**NI KOMANG KASMIANI**  
ACCOUNTING

Approved by,

**EDWIN PRIBADI**  
OPERASIONAL MANAGER




Jl. Raya Batu Bolong No. 55 Canggü  
Tlp. (0361) 9006328

PERIODE 26 FEBRUARI 2023 - 25 MARET 2023

Pegawai						Data scanning			
PIN	NIP	Nama	Jabatan	Departemen	Kantor	Tanggal	Scan 1	Scan 2	
1	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	26-02-2023	7:56:31 AM	5:09:20 PM
2	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	27-02-2023	7:56:31 AM	5:09:20 PM
3	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	01-03-2023	7:49:07 AM	5:01:25 PM
4	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	02-03-2023	7:50:13 AM	4:04:42 PM
5	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	03-03-2023	7:50:55 AM	4:24:01 PM
6	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	04-03-2023	7:46:04 AM	4:48:13 PM
7	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	05-03-2023	7:44:30 AM	4:02:20 PM
8	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	06-03-2023	7:52:16 AM	5:00:00 PM
9	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	06-03-2023	7:50:58 AM	4:29:14 PM
10	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	09-03-2023	7:51:08 AM	4:49:54 PM
11	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	10-03-2023	7:53:28 AM	4:38:22 PM
12	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	11-03-2023	7:55:24 AM	4:43:32 PM
13	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	12-03-2023	7:53:44 AM	4:01:46 PM
14	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	13-03-2023	7:51:37 AM	5:01:19 PM
15	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	14-03-2023	7:54:47 AM	4:39:43 PM
16	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	16-03-2023	7:53:02 AM	5:04:14 PM
17	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	17-03-2023	7:51:57 AM	5:08:05 PM
18	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	18-03-2023	7:52:55 AM	4:58:25 PM
19	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	19-03-2023	7:54:53 AM	5:28:36 PM
20	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	20-03-2023	8:00:14 AM	4:59:27 PM
21	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	21-03-2023	8:00:47 AM	4:55:07 PM
22	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	22-03-2023	7:28:47 AM	4:58:34 PM
23	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	24-03-2023	7:41:17 AM	4:53:21 PM
24	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	25-03-2023	7:50:08 AM	4:43:51 PM

Prepared by,

  
**NI KOMANG KASMIANI**  
ACCOUNTING

Approved by,

  
**EDWIN PRIBADI**  
OPERASIONAL MANAGER




Jl. Raya Batu Bolong No. 55 Cangg  
Tlp. (0361) 9006328


PERIODE 26 APRIL 2023 - 25 MEI 2023

	PWI	NIP	Nama	Pegawai			Data analog		
				Jabatan	Departemen	Kantor	Tanggal	Scan 1	Scan 2
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2	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	27-04-2023	7:51:18 AM	4:14:01 PM
3	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	29-04-2023	7:55:37 AM	4:35:56 PM
4	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	30-04-2023	7:55:23 AM	4:07:15 PM
5	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	01-05-2023	7:54:27 AM	4:35:52 PM
6	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	02-05-2023	7:55:51 AM	4:29:08 PM
7	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	03-05-2023	7:54:19 AM	4:12:08 PM
8	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	04-05-2023	7:59:30 AM	5:05:35 PM
9	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	05-05-2023	7:54:34 AM	4:42:05 PM
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17	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	18-05-2023	7:53:18 AM	5:45:10 PM
18	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	17-05-2023	7:59:35 AM	5:04:30 PM
19	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	18-05-2023	8:00:13 AM	4:47:53 PM
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21	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	20-05-2023	7:56:47 AM	4:33:06 PM
22	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	22-05-2023	7:51:04 AM	5:17:00 PM
23	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	23-05-2023	8:00:59 AM	5:00:28 PM
24	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	24-05-2023	7:52:14 AM	4:43:29 PM

Prepared by,

  
**NI KOMANG KASMIANI**  
ACCOUNTING

Approved by,

  
**EDUN PRIBADI**  
OPERASIONAL MANAGER


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Jl. Raya Batu Bolong No. 55 Cangg  
Tlp. (0361) 9006328

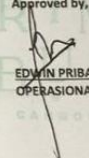
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	Pegawai					Date scanlog			
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3	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	29-05-2023	7:55:22 AM	4:44:19 PM
4	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	30-05-2023	7:52:14 AM	4:43:57 PM
5	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	31-05-2023	8:02:18 AM	4:39:20 PM
6	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	01-06-2023	7:56:13 AM	4:28:13 PM
7	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	03-06-2023	7:48:38 AM	4:31:48 PM
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10	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	06-06-2023	7:59:42 AM	4:28:26 PM
11	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	07-06-2023	8:01:37 AM	4:32:38 PM
12	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	08-06-2023	7:52:28 AM	4:35:18 PM
13	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	09-06-2023	7:47:30 AM	4:58:32 PM
14	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	10-06-2023	7:51:52 AM	4:00:21 PM
15	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	12-06-2023	7:41:32 AM	4:40:22 PM
16	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	13-06-2023	7:54:03 AM	4:29:18 PM
17	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	14-06-2023	7:51:31 AM	4:39:11 PM
18	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	15-06-2023	7:51:57 AM	4:41:34 PM
19	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	16-06-2023	7:50:07 AM	4:31:00 PM
20	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	17-06-2023	7:46:32 AM	4:39:05 PM
21	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	18-06-2023	7:46:59 AM	4:32:49 PM
22	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	19-06-2023	7:46:27 AM	

Prepared by,

  
NI KOMANG KASMIANI  
ACCOUNTING

Approved by,

  
EDWIN PRIBADI  
OPERASIONAL MANAGER




Jl. Raya Batu Bolong No. 55 Cangg  
Tlp. (0361) 9006328

PERIODE 26 MARET 2023 - 25 APRIL 2023

	Pegawai						Data scanlog		
	PIN	NIP	Nama	Jabatan	Departemen	Kantor	Tanggal	Scan 1	Scan 2
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9	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	05-04-2023	7:51:54 AM	4:34:02 PM
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12	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	08-04-2023	7:52:39 AM	4:48:54 PM
13	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	09-04-2023	9:01:03 AM	5:15:03 PM
14	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	10-04-2023	8:27:27 AM	4:43:48 PM
15	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	12-04-2023	7:50:18 AM	4:44:34 PM
16	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	13-04-2023	7:46:22 AM	4:41:18 PM
17	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	14-04-2023	7:40:55 AM	4:33:40 PM
18	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	15-04-2023	7:44:03 AM	4:54:17 PM
19	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	16-04-2023	7:40:48 AM	4:51:37 PM
20	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	17-04-2023	7:48:07 AM	4:44:42 PM
21	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	19-04-2023	7:40:33 AM	4:44:00 PM
22	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	20-04-2023	7:46:22 AM	4:57:16 PM
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24	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	24-04-2023	7:44:58 AM	4:53:11 PM
25	3022	3022	Indra-TRN	Reservasi	RESERVASI	RIMBUN HOTEL	25-04-2023	7:50:03 AM	4:37:26 PM

Prepared by,

  
NI KOMANG KASMIANI  
ACCOUNTING

Approved by,

  
EDWIN PRIBADI  
OPERASIONAL MANAGER  
CANGGU

## APPENDIX E Certificate of Apprenticeship



## APPENDIX F FORM CONFIRMATION LETTER



Date : 20<sup>th</sup> May 2023  
Attention : Ms. Anastasia Potapova  
Telp : -  
Email : -  
Agent : Extend - Direct Booking  
Subject : **CONFIRMATION LETTER**  
No.Conf.Ltr : CL/RCH/13362/290122/DB

Dear Ms. Anastasia Potapova  
Thank you for your booking with Rimbun Canggu Hotel and Villas. Due to your reservation, we are pleased to confirm details as follow:

Guest name : Ms. Anastasia Potapova  
Room Type : (1) Superior Double Bed Room  
Arrived Date : 20<sup>th</sup> May 2023  
Departure Date : 24<sup>th</sup> May 2023  
Total Night : 4 Night  
Price Per Night : IDR 700.000  
Total Payment : **IDR 2.800.000 Net**  
**Booking status** : Payment upon arrival  
Inclusions :

- Free wi-fi internet access in your room and public area
- Free 2 bottles mineral water in the room
- Room Only

**Term & conditions:**  
**No show guest will be charge full total payment in High Season or Low Season period**  
**Payment is not refundable** for early check out guest.

We are very welcome for any deposit or payment in advance, please send the payment to our Bank Account Detail below:  
**Name of Bank** : Bank Central Asia (BCA)  
**Account Name** : PT Canggu Lestari Internasional  
**Account No** : 7700826826 (IDR)


**Check in and Check out time:**  
Our check-in time is 14:00 hrs and check-out time is at 12:00 hrs. Late check-out after 12:00 hrs or anytime between 12:00 hrs – 18:00 hrs, should be requested in advance and will be chargeable at 50% from daily rate. Check-out after 18:00 hrs will therefore be chargeable at a full-night's rate.

Please inform us immediately if you want to amend the above booking and we thank you for your successful cooperation

Best Regards  
Indra / Reservation

Dipindai dengan CamScanner

APPENDIX G PERFORMA INVOICE


								
PROFORMA INVOICE								
<b>HOTEL NAME</b> : Rimbun Canggu Hotel			<b>Date</b> : 25 February 2023					
<b>Address</b> : Jl. Pantai Batu Bolong No.55			<b>City</b> : Badung					
Canggu, Bali								
<b>Post/zip code</b> : 80351			<b>E-mail</b> : reservation@rimbun.com					
<b>Country</b> : Indonesia			<b>Phone</b> : (0361) 9006328					
<b>To</b> : Mr/s Oksana Shinkaruk			<b>No Rsv</b> : 13402/250223/PA					
<b>Phone</b> : -								
<b>E-mail</b> : -								
GUEST NAME	ARRIVAL DATE	DEPARTURE DATE	ROOM TYPE	RATE PER DAY	PAX	NO OF ROOM	NIGHT	AMOUNT
Mr/s Oksana Shinkaruk	26-Feb-23	28-Feb-23	One Bed Room Villa	Rp 800,000	2	1	2	Rp 1,600,000
Bank Account						TOTAL		Rp 1,600,000
<b>Name of Bank</b> : Bank Central Asia (BCA)						Deposit		Rp -
<b>Account Name</b> : PT Canggu Lestari Internasional						Balance		Rp 1,600,000
<b>Account No</b> : 7700826826 (IDR)								
<b>Term &amp; conditions:</b>								
No show guest will be charge full payment in High or Low Season period								
Payment is not refundable for early check out guest								
<b>Check in and Check out time:</b>								
Check-in time is 2 PM and check-out time is at 12 Noon. Late check-out after 12 Noon or anytime between 12 noon – 6 PM, should be requested in advance and will be chargeable at 50% from daily rate. Check-out after 6 PM will therefore be chargeable at a full-night's rate.								
<i>Sincerely yours,</i>								
<i>Indra</i>								
<i>Reservation</i>								



## APPENDIX H GUEST RESERVATION FORM

**Reservation Rimbun**

**From:** TERA Booking <no-reply-booking@traveloka.com>  
**Sent:** Sunday, April 30, 2023 9:36 AM  
**To:** reservation@rimbun.com  
**Cc:** salesmanager@rimbun.com; bimo@traveloka.com; tera-hotel-emailrepo@traveloka.com  
**Subject:** CONFIRMED - Traveloka Itinerary ID 1074873499 (Rimbun Canggü Hotel, INDONESIA)



Prepaid New Booking

Hotel Voucher Please print and keep this voucher for your records

Reservation Information	Itinerary ID	1074873499
<b>Rimbun Canggü Hotel</b> (20025763) City: Badung	<b>Customer First Name</b>	Elza
	<b>Customer Last Name</b>	Octaviani N
	<b>Check-in</b>	May 01, 2023
	<b>Check-out</b>	May 02, 2023
	<b>Booking time (UTC+0)</b>	April 30, 2023 01:34:21

Click on the button to acknowledge booking

Acknowledge in Booking Detail

Room Information	Guest Information	Extra Bed Information
<b>Room Type</b>	<b>No. of Guest(s)</b>	<b>Extra Bed(s) per Room</b>
Superior Double Room	2 Adult(s)	0 per room
<b>No. of Room(s)</b>	<b>Breakfast Included</b>	
1	Yes, 2 Person(s)	

**Special Request**

1. 1 Large Bed  
 2. Non Smoking Room

**Cancellation policy (based on your hotel check-in time)**

1

**APPENDIX I REVISION LIST**  
**APPRENTICESHIP REPORT**

Name : Muhammad Indrawan  
 NIM : 5203201127  
 Advisor : Agnes Arum Budiana, S.Pd., M.Pd.  
 Location : Rimbun Canggus Hotel and villas

<b>NO</b>	<b>DAY/DATE</b>	<b>REVISION</b>	<b>ADVISOR</b>
1	February 28 <sup>th</sup> , 2023	You have to be sure what's your purpose to have internship there	
2	March 18 <sup>th</sup> , 2023	Please Find out the profile of your hotel to know the history, vision mission, etc	
3	March 28 <sup>th</sup> , 2023	Mind your writing style and please learn the template of internship report	
4	April 11 <sup>th</sup> , 2023	Please find out the SOP to help you write the chapter 3	
5	May 9 <sup>th</sup> , 2023	Prepare your conclusions and suggestion	
6	June 3 <sup>rd</sup> , 2023	Prepare the preface of your report correctly and pay attention to every single details of your writing	

Bengkalis, July 4<sup>th</sup> , 2023

**Advisor**

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

**NIP. 198907292022032008**