

APPRENTICESHIP REPORT

**PT. RIAU ANDALAN PULP AND PAPER
(HOTEL UNIGRAHA DEPARTEMENT HOUSEKEEPING (HK)
AND GENERAL MAGANEMENT OFFICE GMO)
PELALAWAN - RIAU**

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**APPLIED BACHELOR DEGREE OF INTERNATIONAL
BUSINESS ADMINISTRATION STUDY PROGRAM
BUSINESS ADMINISTRATION DEPARTMENT
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APPROVAL SHEET
PT. RIAU ANDALAN PULP AND PAPER (PT. RAPP)
(UNIGRAHA HOTEL DEPARTEMENT HK AND GMO)

Written as one the conditions for completing Job Training

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CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

The Bengkalis Regency Government, through the Gema Bahari Foundation, established a higher education institution named Bengkalis Shipbuilding Polytechnic, which initially had 3 (three) study programs: Ship Electrical Engineering, Ship Building Engineering, and Ship Mechanical Engineering. In its course, Bengkalis Shipbuilding Polytechnic changed its name to Bengkalis Polytechnic and came under the auspices of the Bangun Insani Foundation (YBI) Bengkalis, offering 5 (five) study programs: Shipbuilding Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, and Business Administration. In July 2001, Bengkalis Polytechnic admitted its first batch of new students. In 2006, it added 2 (two) new study programs: Business English and Informatics Engineering.

On December 26, 2011, Bengkalis Polytechnic officially became a State Higher Education Institution with the name State Polytechnic of Bengkalis, regulated by the Minister of National Education Decree (Permendiknas) No. 28 of 2011 concerning the Establishment, Organization, and Work System of State Polytechnic of Bengkalis (OTK Polbeng), inaugurated by the Minister of Education and Culture of the Republic of Indonesia. Currently, the State Polytechnic of Bengkalis has 8 (eight) departments, including Shipbuilding Engineering, Mechanical Engineering, Electronics Engineering, Civil Engineering, Business Administration, English, Informatics Engineering, and Maritime.

State Polytechnic of Bengkalis has 18 study programs, consisting of 9 (nine) D-III programs, including Shipbuilding Engineering, Mechanical Engineering, Electronics Engineering, Civil Engineering, Business Administration, Informatics

Engineering, English, Nautical, and Commercial Shipping Management. It also offers 9 (nine) D-IV programs, including Production and Maintenance of Mechanical Engineering, Electrical Engineering, Road and Bridge Design Engineering, International Business Administration, Public Financial Accounting, Software Engineering, Shipbuilding Architecture Engineering Technology, English for Business and Professional Communication, and Information System Security. The Language Department has 2 (two) study programs, one of which is the D-IV English for Business and Professional Communication program. The English for Business and Professional Communication program is one of the study programs at the State Polytechnic of Bengkalis that focuses on business communication and public relations.

State Polytechnic of Bengkalis is a vocational campus that educates its students to develop competence in various fields. The institution implements a mandatory Internship Program for all students. Internships serve as a means for students to develop themselves before entering the workforce. This Internship Program can significantly contribute to the students' development in preparing themselves as well as enhancing their competencies at the State Polytechnic of Bengkalis.

Internships are conducted after students of the State Polytechnic of Bengkalis have completed a minimum of 4 (four) semesters and have successfully passed. Based on the above information, as a student of English for Business and Professional Communication program, the author is required to undertake a 4 (four)-month internship. The author has chosen PT. Riau Andalan Pulp And Paper is the location for the internship to apply the theoretical/conceptual knowledge gained during lectures to real-world work and gain direct experience in applying their knowledge in their field of expertise. Additionally, the author will have the opportunity to analyze problems related to the applied knowledge in their program of study.

During the internship, the author was placed at Hotel Unigraha in the Admin section of the Housekeeping department and GMO department. The Internship Period is scheduled

from February 03, 2025 to June 06, 2025. The implementation of Internship Work is expected to broaden the author's insight into various tasks, ensure proper and effective implementation, and prepare themselves to face the real work environment through the experience gained.

Internship is one of the activities for a student at Politeknik Negeri Bengkalis to fulfill academic requirements. To achieve the expected results, it is very important to understand the objectives and benefits of the implementation of Practical Work. The objectives and benefits of Practical Work are as follows.

1.2 Purpose of the Apprenticeship

Based on the background above, the objectives and benefits of the Job Training Company are as follows:

1. To understand the job specifications carried out in the Housekeeping and General Managaement Office department Admin section at Hotel Unigraha.
2. To comprehend the expected targets of the tasks performed in the Housekeeping department's Admin section at Hotel Unigraha.
3. To familiarize oneself with the hardware and software utilized in the Housekeeping department's Admin section at Hotel Unigraha.
4. To be acquainted with the equipment and tools used during the Internship at Hotel Unigraha Housekeeping and General Managaement Office department's Admin section.
5. To acquire knowledge about the necessary data during the Internship at Hotel Unigraha Housekeeping department Admin section.
6. To understand the documents and files generated during the Internship at Hotel Unigraha Housekeeping department Admin section.
7. To identify challenges and solutions encountered during the Internship at Hotel Unigraha Housekeeping department Admin section.

1.3 Significances of the Apprenticeship

The Apprenticeship carried out is very beneficial for several parties such as

students, companies, and the State Polytechnic of Bengkalis:

1. For Students

Students have the opportunity to apply theoretical knowledge and concepts acquired during lectures to the real world of work.

2 For Companies

There is a collaboration between the world of education and the world of industry so that is known by academics and companies to get alternative candidates for employees who are known for their quality, dedication, and credibility.

3. Significances for Company

The internship program allows PT. RAPP to seek and recruit experienced, dedicated, and skilled, while enhancing its image and brand.

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2.1 Company History

2.1.1. Royal Golden Eagle or Raja Garuda Emas (RGE) Group

In 1973, RGE formerly known as Raja Garuda Emas (RGE) was officially registered. RGE began in 1967 as Toko Motor, a spare parts shop in Medan, Indonesia. Sukanto Tanoto, the founder and chairperson of RGE Group, made his business debut there. During the 1973 oil crisis, he was able to overcome rapidly rising oil prices to expand his business as oil companies expanded in the region. After a period of inactivity, he was able to establish a plywood factory in Besitang, North Sumatra. He noticed that Indonesia was exporting logs and importing plywood at the time, so he decided to invest in plywood manufacturing in Indonesia.



Figure 2.1 RGE Group

Source: <https://www.rgei.com/id>

Sukanto Tanoto then built the largest pulp and paper mill in the world in Kerinci, Riau. RGE expanded its operations in China, Brazil, Canada, and Spain in the late 2000s. Sukanto Tanoto believes that the 5C principles will benefit the

Community, Country, Climate, Customer, and Company. RGE and its subsidiaries business organizations are:

1. Pulp and Paper Industry - APRIL (Indonesia), Asia Symbol (China) & Asia Honor Paper (Malaysia)
2. Palm Oil Industry - Asian Agri (Indonesia) & Apical (Indonesia and Spain)
3. Viscose Staple Industry - Sateri (China) & Asia Pacific Rayon (Indonesia)
4. Specialty Cellulose Industry - Bracell (Brazil)
5. Integrated Energy Provider – Pacific Energy (Indonesia, China and Canada)

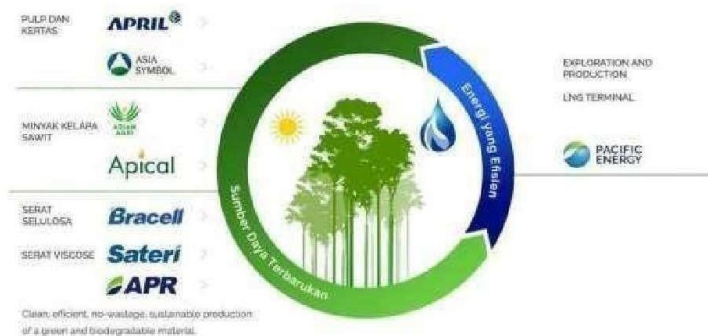


Figure 2.2 Company of RGE Group

Source: : <https://www.rgei.com/id>

RGE The group has a core value, which is T.O.P.I.C.C. This value is used as a guideline for working within RGE Group companies. T.O.P.I.C.C consists of the following abbreviations:

1. Complementary **Team** or Teamwork, are one in goal and complement each other in teamwork.
2. **Ownership** or Sense of belonging maintains a sense of belonging to always achieve the best.
3. **People** or human resources, develop human resources to grow together.
4. **Integrity** or honesty acts with integrity.
5. **The customer** understands and provides the best for customers.
6. **Continuous Improvement**, avoid indifference and make continuous

improvement.

2.1.2. Asia Pacific Resources International Holding Limited (APRIL) Group

APRIL Group is a member of RGE Group. Through its subsidiaries in Indonesia, APRIL Group began plantation development in Sumatra's, Riau Province and mill construction in Pangkalan Kerinci, Pelalawan Regency in 1993. The company name is PT. Riau Andalan Pulp and Paper (RAPP).

Commercial pulp production commenced in 1995, followed by commercial paper production in 1998. From the beginning, the region's growth would mirror the growth of APRIL Group's operations in Indonesia with Pelalawan Regency's establishment in 1999.



Figure 2. 3 A Pathway to Prosperity

Source: :<https://www.rgei.com/id>

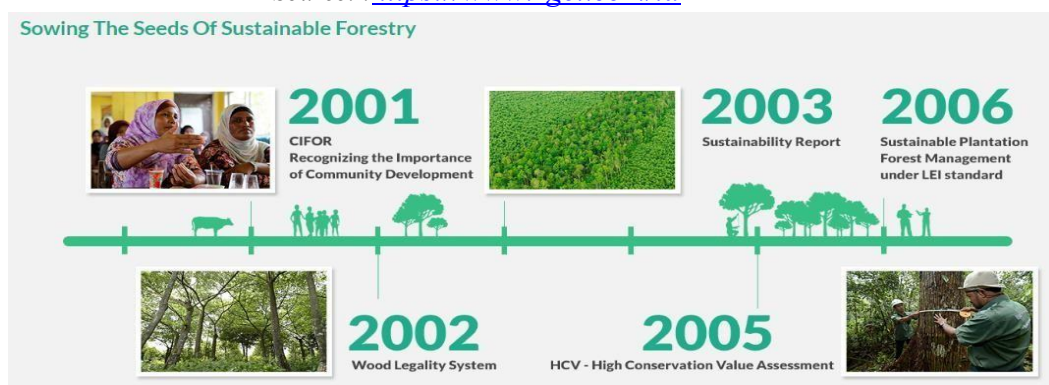


Figure 2. 4 Sowing the Seeds of SustainableForestry

Source: :<https://www.rgei.com/id>

The appearance of APRIL, instead of giving opportunity for economic society, gives opportunity for climate and environment through the APRIL 2030 commitment, which has four indicators:

6. Climate Positive
7. Thriving Landscapes
8. Inclusive progress
9. Sustainable Growth

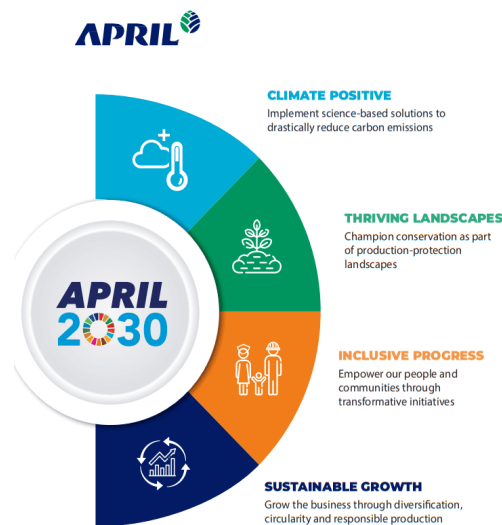


Figure 2. 5 APRIL 2030

Sosource: : <https://www.rgei.com/id>

Taking the role of the biggest multinational company, the existence of the Corporate Communications Department (CCD) is needed as the APRIL center information, both internal and external communicators to convey messages directly. Relationships relate to the internal and external public, and backup management plays a role in supporting company activities. Good image-makers create a good image for the company through writing, events, as well as interesting content on social media. Ease of access to information needed by the public to seek the company's reputation is becoming more and more important. Therefore, CCD has become a significant asset for the survival of the company.

a. Company Logo

PT. RAPP has a logo that contains two colors, that is blue and green colors, and has a symbol of the leaf. The blue colours means energy efficiently and the green colours means renewable resources. In addition, the symbol of the leaf means APRIL has a sustainable business with plantations. Here is the company logo:



Figure 2. 6 Company Logo
Source: <https://www.aprilasia.com/en/>

b. Unigraha Hotel

Hotel Unigraha is one of the hotels in Indonesia which is a business unit managed by PT. RAPP. Hotel Unigraha, a Malay Riau nuance Hotel located in Riau Complex, Pangkalan Kerinci. Established in 1996, built to meet the needs of business guests to stay closer to the project site and serves as a meeting/event purpose for the Riau Complex residence. Built with the concept of a three-star hotel, equipped with ballroom facilities equipped for up to hundreds of people and 6 Meeting Rooms, the largest places suitable for MICE activities include the Batam Room, Bintan Room, Bengkalis Room, Singkep Room, Sebangka Room, and Bakung Room, VIP Lounge, Delima Lounge. Hotel Unigraha has a total of 108 rooms with 3 different types of rooms, namely Deluxe Room, Junior Suite, and Executive. Hotel Unigraha provides other facilities, such as a Restaurant, Lounge and bar, Delicatessen, Meeting Room, Health Club, Swimming Pool, Laundry, and Business Center, And also provides FB Outlet such as ALI Cafe and Square 8.

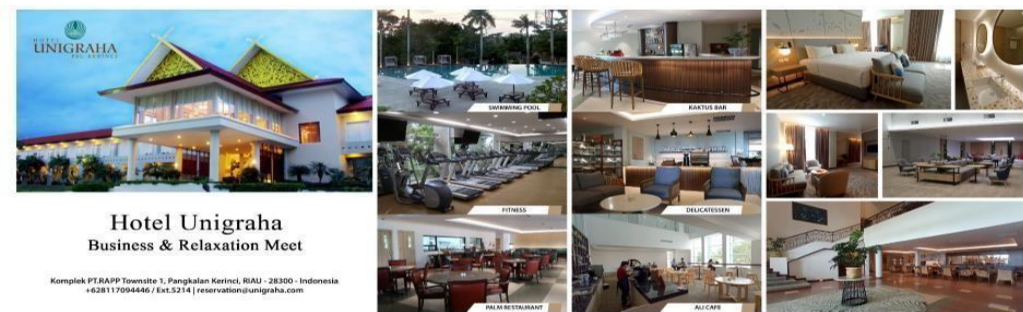


Figure 2. 7 Unigraha Hotel
Source: Unigraha Hotel

Inside Hotel Unigraha, there are seven departments, namely the Front Office (FO) department, Housekeeping (HK) & Laundry, Eco Camp, Engineering, Food & Beverages Product (FB Product), Food & Beverages Services (FB Services), General Manager Office (GMO) and Marketing Communication (MARCOM). Each of these hotel departments has distinct responsibilities based on their specific scopes.

Among these seven departments at Hotel Unigraha, the author is placed in the Housekeeping (HK) department in the admin section.

2.2 Vision and Mission

2.2.1 PT Riau Andalan Pulp and Paper Vision

To become a world-class pulp and paper company with the best management and performance, the most profitable and sustainable, and the first choice of consumers and employees.

2.2.2 PT. Riau andalan Pulp and Paper Mission

1. Creating sustainable growth throughout the value chain;
2. To be an industry leader in every operational aspect;
3. Maximize benefits for stakeholders while helping to promote local and regional socio-economic development;
4. Creating added value through a talented and motivated workforce and the effective use of technology.

2.2.3 Unigraha Hotel Vission

The vision of Hotel Unigraha is "Vision Unigraha Hotel refers to the vision of RGE which is the holding company, namely “To be one of the largest, best- managed and sustainable resource-based groups, creating value for the community, country, climate, customer and company.”

2.2.1 Unigraha Hotel Mission

1. I am making and extending a regional business group led by an International Corporation with highly qualified personnel.
2. Long-term expansion and dominance in every market sector and industry.
3. Improving associated parties' business performance by participating and contributing to regional and national socio-economic development

2.3 Kind of Business

Currently, the products that have been produced at PT. Riau Andalan Pulp and Paper has been sold to more than 70 countries around the world. Products produced by PT. Riau Andalan Pulp and Paper is BAKP (Bleached Acacia Kraft Pulp) and UCWF (Uncoated Wood Free Paper) which are commonly used in printing and photocopying ranging from 55 gsm to 150 gsm. The brand of paper produced at PT. Riau Mainstay Pulp and Paper is Dunia Mas, Copy&Laser, Lazer IT, ZAP, Ixora, PPLite, Excellent Copy Paper, Perfect Print, BMO (Bright White Multi-Purpose OffiFigure Superior products produced at PT. Riau Andalan Pulp and Paper is the PaperOne™brand.



Figure 2. 8 Product Types PT. RAPP
Source: PT.Riau Andalan Pulp and Paper



Figure 2. 9 PT. RAPP Featured Products

Source: PT.Riau Andalan Pulp and Paper

2.4 Organization Structure

The organizational structure is a chart that describes systematically the determination, duties, functions, authorities, and responsibilities each with a predetermined goal. Aim to foster work harmony so that work can be done regularly and well to achieve the desired goal to the fullest. In the implementation of this internship, the authors carry out apprenticeship at PT. Riau Andalan Pulp and Paper which lasts for 4 (four) months starting from February 3th to June 6th, 2025.

2.4.1 The Organizational Structure of PT. Riau Andalan Pulp and Paper

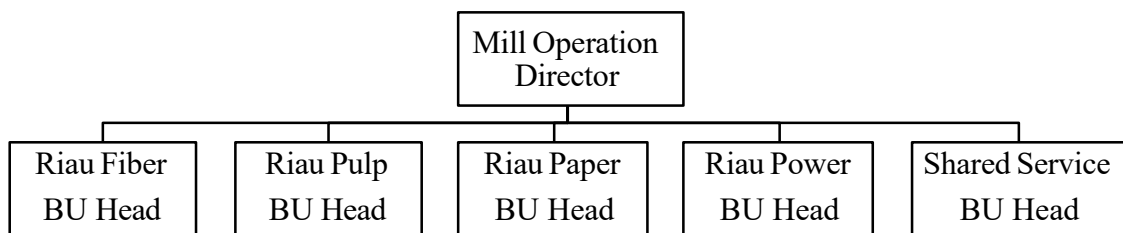


Figure 2. 10 PT. RAPP Organizational Structure

Source: PT.Riau Andalan Pulp and Paper

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

1. Riau Fiber, is a business unit that functions as a supplier of raw materials in the form of wood to the factory.
2. Riau Pulp (RPL), is a business unit that functions as a producer of pulp where this pulp is the main ingredient for making paper.

3. Riau Paper is a business unit that produces the paper based on customer needed such as cut size, rool and folio sheet.
4. Riau Power/Riau Prima Energi (RPE), is a business unit that functions as the largest producer of electricity for factories, especially pulp mills and paper mills, while also dealing with energy and electric power issues. This BU also acts as a provider of electricity for the Riau Complex and parts of Pangkalan Kerinci City, Pelalawan Regency.
5. Share Services Shared services is business unit that are manage personali and administration in PT. RAPP including General Services, Personalia Administration, ALI, Security, Transportation, and Health Care. In addition, PT. RAPP also has another business unit, Unigraha Hotel.

Organizational Structure of Unigraha Hotel

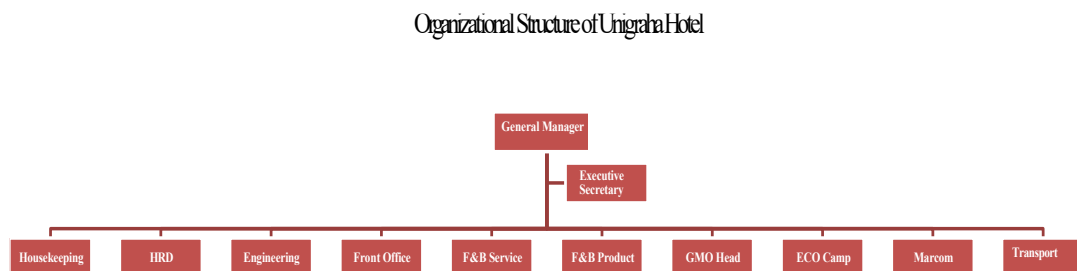


Figure 2.11 Unigraha Hotel Organization Structure
Source: Unigraha Hotel PT. RAPP

Figure 2.11 Unigraha Hotel Organization Structure
Source: Unigraha Hotel PT. RAPP

Hotel Unigraha operates in the field of hospitality services, providing accommodation, food and beverage services, as well as other services. The hotel consists of seven departments, each with distinct responsibilities.

1. GMO Department

The GMO Department is one of the departments of hotel management that functions to organize everything related to the hotel's finances. Every company including hotels has different policies in terms of their financial arrangements. Here are the responsibilities of the GMO Department:

- a. Supervising the flow of money in the hotel

- b. Supervising or controlling the revenue and expenditure section of the hotel
 - c. Making bookkeeping for all transactions of purchasing goods at the hotel
 - d. Making hotel financial reports both income and expenses.
2. Front Office

The front office is a department used in hotels to cover the many parts that deal with reservations, room allocation, reception, billing, and payments. The hotel's phone is the first point of contact for guests. The telephone first puts the guests through to reservations staff, who take their booking and deal with any subsequent correspondence such as confirmations, amendments, or cancellations. The receptionist may help the guests register and get their room keys when they arrive. The information contained in a guest's registration must be kept for a specific period and may be used for a range of follow-up communications aimed at persuading them to return at another time.

3. Housekeeping

Housekeeping is a part of the hotel department that is responsible for cleanliness, neatness, and completeness both in the room and all areas of the hotel, with good service quality to guests staying at the hotel. To maintain the smooth running of daily operations and to cover all areas of its duties, Housekeeping is divided into several sections namely Gardener, Laundry, Public Area, and Room Attendant.

4. Engineering

This department is responsible for evaluating and inspecting machine and workspace damage. All physical structures' maintenance, including plumbing, heating, ventilation, air conditioning, and electricity, is under the purview of engineering.

5. F&B Product

F&B product is one of the departments in the hotel that is responsible for processing food from raw to ready-to-eat.

6. F&B Service

This department is responsible for providing food and beverages to each guest and providing service. A staff member must be able to arrange, decorate, and serve the meal using the appropriate tools and give services. This department additionally handles the Palm Restaurant, Delicatessen, and Kaktus Bar that still in areas of Unigraha Hotel.

7. Eco Camp

Eco Camp is a resort located in Teluk Meranti District, Pelalawan Regency, and is a business unit of Unigraha Hotel.

8. Human Resource Department

The Human Resource Department is tasked with organizing and developing the capabilities of all employees within a company.

9. Marcom

Marketing communication is the way companies use various media and messages to communicate with the market so that the products or services they offer are known, desired, and trusted by consumers.

2.5 The Working Process

The work process at PT Riau Andalan Pulp and Paper (Hotel Unigraha) (Pelalawan - Riau), Housekeeping and General Management Office is as follows:

1. Clean and maintain guest rooms throughout the hotel area.

As a guest room cleanliness facility by Housekeeping, Hotel Unigraha:

- a. Maintaining the cleanliness and neatness of the guest rooms so that they are always in a condition ready for habitation, comfortable, and in accordance with hotel standards, thereby increasing guest satisfaction and hotel image.
- b. Includes all guest rooms in the hotel area, including empty rooms, guest rooms that are still occupied, and rooms after check-out. Duties include cleaning the room, changing linens, filling amenities, checking room facilities, and reporting damage or items left behind.

2. Make SR and PR Ecocamp

The work process at PT Riau Andalan Pulp and Paper (Hotel Unigraha)

(Pelalawan - Riau), preparation of SR and PR for Ecocamp operational needs at the General Management Office is as follows:

- a. Prepare Store Requisition (SR) and Purchase Requisition (PR) documents to ensure that Ecocamp's operational goods and equipment needs are met in a timely manner and in accordance with procedures.
- b. SR creation involves requesting goods from the warehouse, while PR is used to request the purchase of goods not available in the warehouse. This process involves identifying needs, recording them, and submitting the documents to the logistics or purchasing department.
- c. Staff assigned to Ecocamp are responsible for preparing and submitting SR/PR based on actual on-site needs, ensuring the completeness of data and coordinating with relevant parties such as logistics and finance.

3. Make SR and PR Housekeeping

The Work Proses at PT.Riau Andalan Pulp and Paper (Hotel Unigraha) Pelalawan – Riau Preparation of SR and PR for Housekeeping Needs, is as follows:

- a. To ensure the availability of housekeeping supplies and equipment through the submission of Store Requisition (SR) and Purchase Requisition (PR).
- b. This includes requesting items from the warehouse (SR) such as soap, shampoo, dental kits, and linens, as well as submitting requests for the purchase of new items or those that are out of stock (PR).
- c. Housekeeping staff are responsible for creating and submitting SR/PR based on operational needs, as well as ensuring the completeness of data before submitting them to the logistics or purchasing department.

4. Pick Up Ecocamp items at the store

The Work Proses at PT.Riau Andalan Pulp and Paper (Hotel Unigraha) Pelalawan – Riau Picking up Ecoamp items at the store and picking up items at the store is as Housekeeping follows:

- a. Picking up Ecocamp items at the store allows customers to directly collect the equipment or products they have previously ordered. Ecocamp typically provides food supplies, tents, water bottles, or clothing. With the in-store pickup system, customers can save on shipping costs and ensure that items are

available and ready for use.

- b. Picking up housekeeping items at the store includes necessities such as laundry chemicals, cleaning supplies, and amenities (small guest facilities like soap, shampoo, or toothbrushes). This system allows staff to directly collect the items needed for daily hotel or accommodation operations. This makes the distribution process more efficient, ensures stock availability, and supports the smooth operation of cleaning services and guest comfort.

2.6 Document Used For Activity

In the implementation of apprenticeship, there are several documents needed to complete the work given. The documents are as follows:

1. Housekeeping Report



Figure 2.12 Housekeeping Report

Source: Data Document, 2025

In preparing the room status report, the process begins with collecting data from the Front Office regarding the condition of rooms from the previous day, including information such as occupied rooms, vacant rooms, rooms requiring cleaning, and rooms under renovation. This data is typically retrieved from the Property Management System (PMS), which records all check-in, check-out, and room cleanliness status activities. Once the data is collected, the Front Office staff compiles it into a structured report format, listing the room number, room type, and current status. This report is then reviewed and shared with relevant

departments such as Housekeeping and Management to ensure effective operational coordination for the following day.

2. Overtime Work Order (SPKL)



Figure 2.13 SPKL

Source: Data Document, 2025

Is a letter of command made by an employee's superior that contains an order to do overtime work to complete certain work outside of working hours Overtime Authorization Form: is evidence of mutual agreement and approval between the employee's superior and the employee.

3. Stroe Request (SR)

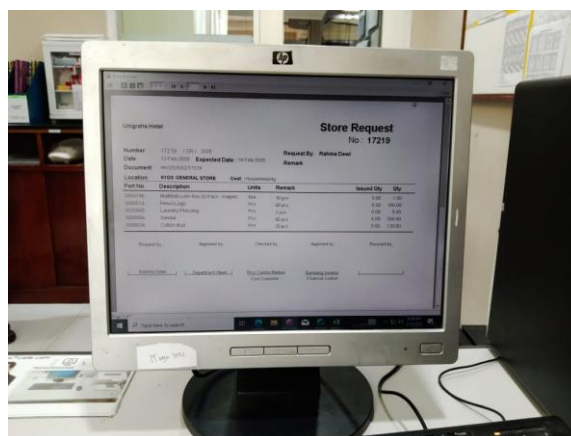


Figure 2.14 Store Request

Source: Data Document, 2025

is a document for the internal hotel, which functions to record requests for picking goods to store man. When making a store request, the process begins when a department needs items from the warehouse to support its operations. The staff member who needs the items fills out a store request form listing the type, quantity, and specifications of the items needed. This form is then submitted for approval by a supervisor or other authorized party. Once approved, the request is forwarded to the warehouse for stock availability checks. If the items are available, warehouse staff will prepare and deliver the items as requested, then record the item issuance in the inventory system. This process aims to ensure proper and well-recorded distribution of items.

4. Purchase Request (PR)

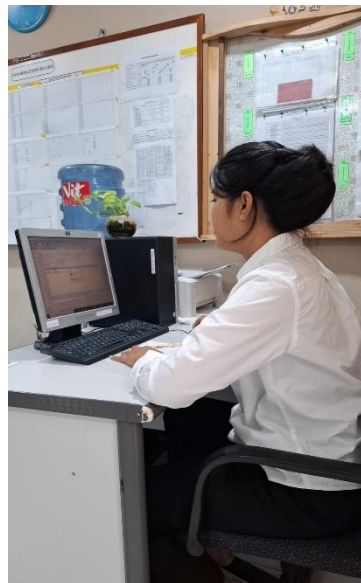


Figure 2.15 Speedometer screenshot document

Source: Data Document, 2025

is a document for the internal hotel, which functions to record requests for purchasing goods to the Purchasing division. The creation of a Purchase Request (PR) begins with the identification of goods or services needed by the relevant department within the company. Once these needs have been determined, the authorized staff fills out a PR form that includes details such as the name of the item, specifications, quantity, intended use, and estimated price. This form is then approved by a supervisor or authorized party, typically the department manager

or finance department. Once approved, the PR is forwarded to the procurement department for further processing in the purchasing process. The PR serves as an official document to initiate procurement and ensure expenditures align with the budget and the company's operational needs.

CHAPTER III

SCOPE OF THE APPRENTICESHIP

3.1 Job Description

At PT. Riau Andalan Pulp and Paper (PT. RAPP), the author was placed in the Unigraha Hotel business unit in the Housekeeping Department (HK). The Housekeeping Department has duties and responsibilities to clean all areas within the hotel and also provide services for the hotel guests.

1. Handling SPKL
2. Handling Store Requests and Purchase Requests
3. Making Bed
4. Filling Document
5. Restocking Product
6. Prepare 6s

3.2 System and Procedure

The Working procedures done at the Housekeeping Department are as follows:

1. Handling SPKL

An overtime form is a form used to apply for additional employee working time. This form is also written evidence for an agreement to do overtime work between the employee and the hotel. The results of employee overtime must be recorded in the overtime report to assist HR in calculating employee salary.

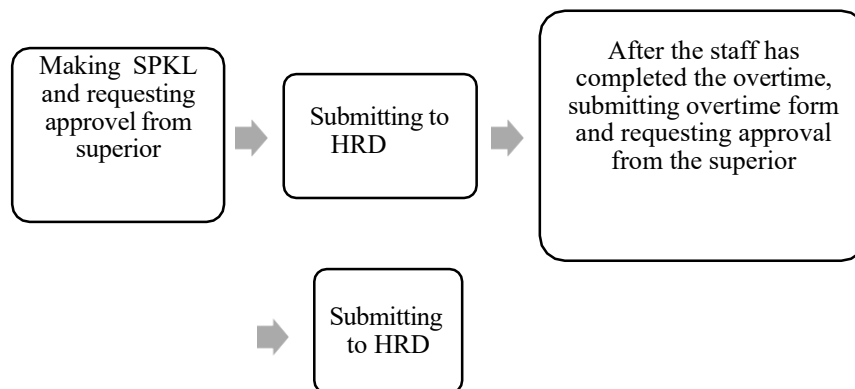


Figure 3. 1 Working procedures handling SPKL and OT form
 Source: PT.Riau Andalan Pulp and Paper

2. Handling Store Requests and Purchase Requests

This activity aims to provide all the needs needed by the Health Club, for operational purposes to run smoothly. Here are some procedures:

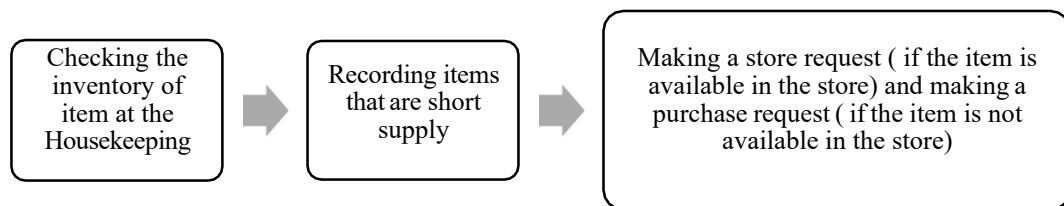


Figure 3.2 Working procedures for handling SR and PR
 Source: PT.Riau Andalan Pulp and Paper

3. Making Bed

Making a bed is the process of making a bed using certain techniques carried out in hotels. Making a bed or making a bed in a hotel can be said to be the most important point in arranging a hotel room.

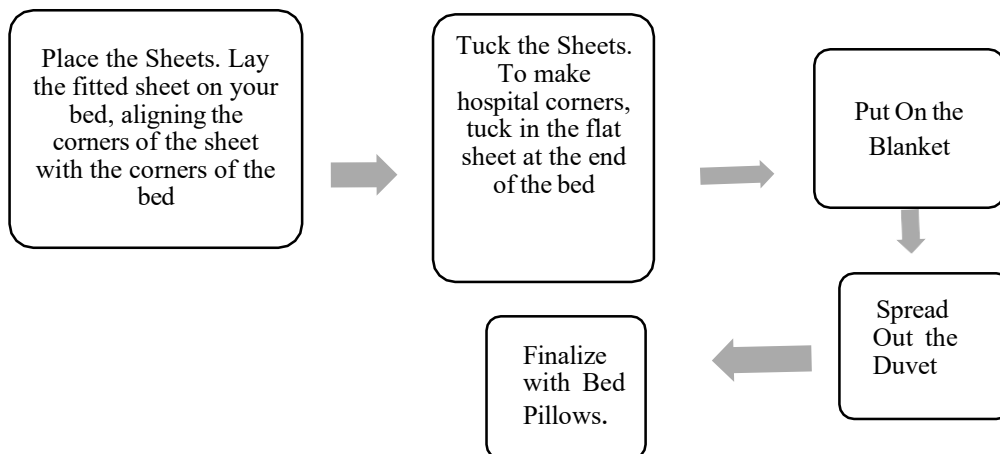


Figure 3. 3 Working Procedures of Making Bed
Source: PT.Riau Andalan Pulp and Paper

4. Filing Document

Filing Document Filing is a process of organizing archives documents using a certain system, so the document can be found again easily and quickly if needed at any time. This activity includes Filing out the Guest Folio, Bill, and Guarantee Letter and putting it into a file cabinet. The following are the working procedures:

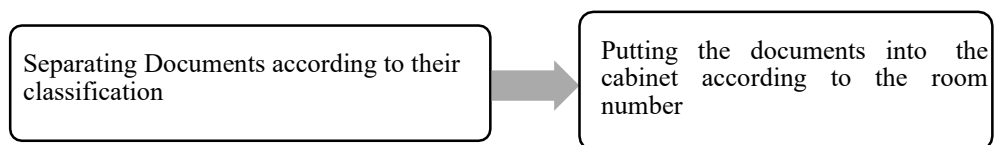


Figure 3. 4 Working procedures for filing document
Source: PT.Riau Andalan Pulp and Paper

5. Restocking Product

Restocking a Product is one of the routine activities carried out in the context of the availability of raw materials or products. This process seeks to re-procure goods, by providing re-supply of raw materials that are almost gone. The following are the working procedures:

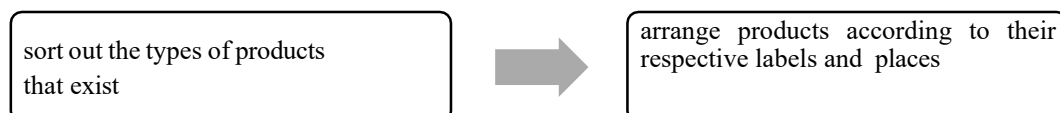


Figure 3. 5 Working Procedures for Restocking Product
Source: PT.Riau Andalan Pulp and Paper

6. Preparing for 6s Audit (*Seiri, Seiton, Seiso, Seiketsu, Shitketsu, and Safety*)

6S is an abbreviation of *Seiri* (short), *Seito* (set in order), *Seiso* (shine), *Seiketsu* (standardize), *Shitketsu* (sustain), and Safety. 6S is a process for creating and maintaining neatness, cleanliness, and high performance in an organized workplace. A day before the inspection began there was a cleaning activity supervised by a Person in Charge (PIC). Departments that are proven not to follow the standards will be subject to punishments in the form of point reductions, and fines.



Figure 3. 6 Standardization and Final Display Work Area

Source: PT.Riau Andalan Pulp and Paper

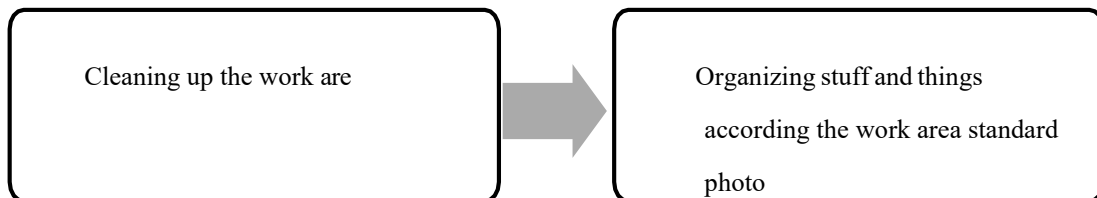


Figure 3. 7 Working Procedures Before 6s Audit

Source: PT.Riau Andalan Pulp and Paper

3.3 Place of Apprenticeship

The internship is conducted after the student enters the seventh semester, and the internship activities last for approximately four (4) months, from February 3 to June 6, 2025, at PT Riau Andalan Pulp and Paper (PT.RAPP) Jl. Lintas Timur, Pangkalan Kerinci, Pelalawan Regency, Riau 28300, Indonesia, Tel: +62-761-491-000, Fax: +62-761-491-846. The activities conducted by the author during the internship were carried out at the Unigraha Hotel Business Unit, Housekeeping Department, General Management Office of PT. RAPP.

The company's regulations regarding the internship schedule or hours are as follows:

The following are the weekly internship activities at the Unigraha Hotel:

Table 3.1 Schedule of Practice Hours at Unigraha Hotel

No	Day	Office hours	Break
1	Monday to Friday	08.00-17.00	12.00-13.30
2	Saturday	08.00-12.00	-
3	Sunday	Holiday	-

Source: PT.Riau Andalan Pulp And Paper

3.4 Kind and Description of the activity

The Agenda of activities or work carried out by the author during the Internship Program at the Unigraha Hotel can be seen in the table below as follows:

Table 3.1 Daily Activities Report First Week, February 3th - February 9th, 2025

No	Day/Date	Activities	Location
1	Monday, February 3, 2025	<ul style="list-style-type: none"> Safety Introduction Humas (Pembuatan ID Card) Delivery to the internship Location 	Safety Campus and Humas
2	Tuesday, February 4, 2025	Introduction with head and staff at HK Dept	the hotel area
3	Wednesday, February 5, 2025	Enter the room that has been check-in	HK Office
4	Thursday, February 6, 2025	Learning how to scrub clothes and fold face towels that have been ironed.	Laundry
5	Friday, February 7, 2025	Briefing with employees	HK Office
6	Saturday, February 8, 2025	Recorded SO Room has been checked and not occupied the goods are still there	HK Office
7	Sunday, February 9, 2025	Off	

Source Process Data 2025

Agenda of work that has been done during the implementation of job training at PT. Riau Andalan Pulp and Paper at the Hotel Unigraha Department HK Institute are as follows:

Table 3. 2 Daily Activities Report Second Week, February 10th - February 16th, 2025

No	Day/Date	Activities	Location
1	Monday, March 10, 2025	Holiday	
2	Tuesday, March 11, 2025	clean room	HK office
3	Wednesday, March 12, 2025	Preparing purchase requests (PR)	HK office
4	Thursday, March 13, 2025	Requesting PR signatures	HK office
5	Friday, March 14, 2025	Ask for signature for PR	HK office
6	Saturday, March 15, 2025	Off	HK office
7	Sunday, March 16, 2025	Off	

Sources: *Processed Data 2025*

Agenda of work that has been done during the implementation of job training at PT. Riau Andalan Pulp and Paper at the Hotel Unigraha Department HK Institute are as follows:

Table 3. 3 Daily Activities Report Second Week, February 17th - February 23th, 2025

No	Day/Date	Activities	Location
1	Monday, February 17, 2025	Helping fill soap in the room	HK Office
2	Tuesday, February 18, 2025	Briefing with employees	HK Office
3	Wednesday, February 19, 2025	SR reels system	HK Office
4	Thursday, February 20, 2025	Cleaning the bathroom	HK Office
5	Friday, February 21, 2025	Tidying up the housekeeping trolley	HK Office
6	Saturday, February 22, 2025	Bringing chemical goods to the 1st floor	HK Office
7	Sunday, February 23, 2025	Off	HK Office

Sources: *Processed Data 2025*

Agenda of work that has been done during the implementation of job training at PT. Riau Andalan Pulp and Paper at the Hotel Unigraha Department HK Institute are as follows:

Table 3.4 Daily Activities Report Fourth Week, February 24th - March 2th , 2025

No	Day/Date	Activities	Location
1	Monday, February 24, 2025	Lab table in the room	HK office
2	Tuesday, February 25, 2025	clean the occupet room	HK office
3	Wednesday, February 26, 2025	Briefing	HK office
4	Thursday, February 27, 2025	Providing toilet paper	HK office
5	Friday, February 28, 2025	Changing pillow cases	HK office
6	Saturday, March 1, 2025	Off	HK office
7	Sunday, March 2, 2025	Off	HK office

Sources: Processed Data 2025

Agenda of work that has been done during the implementation of job training at PT. Riau Andalan Pulp and Paper at the Hotel Unigraha Department HK Institute are as follows:

Table 3. 5 Daily Activities Report Fifth Week, March 3th - March 10th , 2025

No	Day/Date	Activities	Location
1	Monday, March 3, 2025	Make a Store Request: laundry perfume, pencils, catton buds.	HK office
2	Tuesday, March 4, 2025	Check chemical laundry items	HK office
3	Wednesday, March 5, 2025	Arrange goods to the general warehouse	HK office
4	Thursday, March 6, 2025	Make SR (Store Request) Gallon every Thursday	HK office
5	Friday, March 7, 2025	Check general warehouse items	HK office
6	Saturday, March 8, 2025	washing tumblers	HK Office
7	Sunday, March 9, 2025	Off	

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Hotel Unigraha Department Housekeeping Institute are as follows:

Table 3. 6 Daily Activities Report Sixth Week, March 10th - March 17th, 2025

No	Day/Date	Activities	Location
1	Monday, March 10, 2025	Holiday	
2	Tuesday, March 11, 2025	Print PR (Purchase Request)	HK Office
3	Wednesday, March 12, 2025	Preparing purchase requests (PR)	HK Office
4	Thursday, March 13, 2025	washing tumblers	HK Office
5	Friday, March 14, 2025	Providing toilet paper	HK Office
6	Saturday, March 15, 2025	Off	
7	Sunday, March 16, 2025	Off	

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Hotel Unigraha Department Housekeeping office is as follows:

Table 3. 7 Daily Activities Report Seventh Week, March 18th - March 24th, 2025

No	Day/Date	Activities	Location
1	Monday, March 17, 2025	Recorded SO Room has been checked and not occupied the good are still there	HK office
2	Tuesday, March 18, 2025	Market List	GMO office
3	Wednesday, March 19 2025	Make PR Ecocamp	GMO Office
4	Thursday, March 20, 2025	Create an article	GMO Office
5	Friday, March 21, 2025	Make SR Ecocamp	GMO Office
6	Saturday, March 22, 2025	Market List	GMO Office
7	Sunday, March 23, 2025	Off	

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Department Housekeeping and General Management Office is

as follows:

Table 3. 8 Daily Activities Report Eighth Week, March 24th - March 30th, 2025

No	Day/Date	Activities	Location
1	Monday, March 24, 2025	Make SR	GMO office
2	Tuesday, March 25, 2025	Market List	GMO office
3	Wednesday, March 26, 2025	Eid Mubarak Vacation	-
4	Thursday, March 27, 2025	Eid Mubarak Vacation	-
5	Friday, March 28, 2025	Eid Mubarak Vacation	-
6	Saturday, March 29, 2025	Eid Mubarak Vacation	-
7	Sunday, March 30, 2025	Eid Mubarak Vacation	-

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Department General Management Office is as follows:

Table 3. 9 Daily Activities Report Ninth Week, March 31st – 6th, 2025

No	Day/Date	Activities	Location
1	Monday, March 31, 2025	Eid Mubarak Vacation	-
2	Tuesday, April 1, 2025	Eid Mubarak Vacation	-
3	Wednesday, April 2, 2025	Eid Mubarak Vacation	-
4	Thursday, April 3, 2025	Eid Mubarak Vacation	-
5	Friday, April 4, 2025	Eid Mubarak Vacation	-
6	Saturday, April 5, 2025	Eid Mubarak Vacation	-
7	Sunday, April 6, 2025	Eid Mubarak Vacation	-

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Eid Mubarak Vacation is as follows:

Table 3. 10 Daily Activities Report Tenth Week, April 7th – April 13th, 2025

No	Day/Date	Activities	Location
1	Monday, April 7, 2025	Make Market list	GMO Office
2	Tuesday, April 8, 2025	Make SR	GMO Office
3	Wednesday, April 9, 2025	Make PR	GMO Office
4	Thursday, April 10, 2025	Clean Room	HK Office
5	Friday, April 11, 2025	Make SR	GMO Office
6	Saturday, April 12, 2025	Make PR	GMO Office
7	Sunday, April 13, 2025	Off	GMO Office

Sources: *Processed Data 2025*

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Department General Management Office is as follows:

Table 3. 11 Daily Activities Report Eleventh Week, April 14th – April 20th, 2025

No	Day/Date	Activities	Location
1	Monday, April 14, 2025	Make Market List	GMO Office
2	Tuesday, April 15, 2025	Make SR	GMO Office
3	Wednesday, April 16, 2025	Make PR	GMO Office
4	Thursday, April 17, 2025	Clean Room	HK Office
5	Friday, April 18, 2025	Wafat Isa Almasih	-
6	Saturday, April 19, 2025	Off	
7	Sunday, April 20, 2025	Off	

Sources: *Processed Data 2025*

The agenda of work that has been done during the implementation of job training at PT. Riau Andalan Pulp and Paper at the Hotel Unigraha Department General Management Office Institute are as follows:

Table 3. 12 Daily Activities Report Twelfth Week, April 21th – April 27th, 2025

No	Day/Date	Activities	Location
1	Monday, April 21, 2025	Make PR Ecocamp	GMO office
2	Tuesday, April 22, 2025	Create an article	GMO office
3	Wednesday, April 23, 2025	Eco Camp goods pickup at the store	GMO office
4	Thursday, April 24, 2025	Market List	GMO office
5	Friday, April 25, 2025	Make PR Ecocamp	GMO office
6	Saturday, April 26, 2025	Eco Camp goods pickup at the store	GMO Office
7	Sunday, April 27, 2025	Off	

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Department General Management Office is office is as follows:

Table 3. 13 Daily Activities Report Thirteenth Week, April 28th – May 4th, 2025

No	Day/Date	Activities	Location
1	Monday, April 28, 2025	Make PR Ecocamp	GMO office
2	Tuesday, April 29, 2025	Create an article	GMO office
3	Wednesday, April 30, 2025	Eco Camp goods pickup at the store	GMO office
4	Thursday, May 1, 2025	Market List	GMO office
5	Friday, May 2, 2025	Make PR Ecocamp	GMO office
6	Saturday, May 3, 2025	Off	
7	Sunday, May 4, 2025	Off	

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Department General Management Office is office is as follows:

Table 3. 14 Daily Activities Report Fourteenth Week, May 5th – May 11th, 2025

No	Day/Date	Activities	Location
1	Monday, May 5, 2025	Make PR Ecocamp	GMO office
2	Tuesday, May 6, 2025	Create an article	GMO office
3	Wednesday, May 7, 2025	Eco Camp goods pickup at the store	GMO office
4	Thursday, May 8, 2025	Market List	GMO office
5	Friday, May 9, 2025	Make PR Ecocamp	GMO office
6	Saturday, May 10, 2025	Off	
7	Sunday, May 11, 2025	Off	

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Department General Management Office is office is as follows:

Table 3. 15 Daily Activities Report Fifteenth Week, May 12th – May 18th, 2025

No	Day/Date	Activities	Location
1	Monday, May 12, 2025	Make PR Ecocamp	GMO office
2	Tuesday, May13, 2025	Create an article	GMO office
3	Wednesday, May 14, 2025	Eco Camp goods pickup at the store	GMO office
4	Thursday, May 15, 2025	Market List	GMO office
5	Friday, May 16, 2025	Make PR Ecocamp	GMO office
6	Saturday, May17, 2025	Clean Room	HK Office
7	Sunday, May 18, 2025	Off	

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Department General Management Office is office is as follows:

Table 3. 16 Daily Activities Report Sixteenth Week, May 19th – May 25th, 2025

No	Day/Date	Activities	Location
1	Monday, May 19, 2025	Make PR Ecocamp	GMO office
2	Tuesday, May 20, 2025	Create an article	GMO office
3	Wednesday, May 21, 2025	Eco Camp goods pickup at the store	GMO office
4	Thursday, May 22, 2025	Market List	GMO office
5	Friday, May 23, 2025	Create an article	GMO office
6	Saturday, May 24, 2025	Off	HK Office
7	Sunday, May 25, 2025	Off	

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Department General Management Office is office is as follows:

Table 3. 17 Daily Activities Report Seventeenth Week, May 26th – June 1th, 2025

No	Day/Date	Activities	Location
1	Monday, May 26, 2025	Make PR Ecocamp	GMO office
2	Tuesday, May 27, 2025	Create an article	GMO office
3	Wednesday, May 28, 2025	Eco Camp goods pickup at the store	GMO office
4	Thursday, May 29, 2025	Market List	GMO office
5	Friday, May 30, 2025	Create an article	GMO office
6	Saturday, May 31, 2025	Off	
7	Sunday, June 1, 2025	Off	

Sources: Processed Data 2025

The agenda of activities or tasks carried out by the author during the implementation of the Field Work Practice at PT. Riau Andalan Pulp and Paper at the Unigraha Hotel Department General Management Office is office is as follows:

Table 3. 18 Daily Activities Report eighteenth Week, June 2th – June 6th, 2025

No	Day/Date	Activities	Location
1	Monday, June 2, 2025	Make PR Ecocamp	GMO office
2	Tuesday, June 3, 2025	Clean Room	HK office
3	Wednesday, June 4, 2025	Presentation of practical work during the Department of Housekeeping and General management office	Room Meeting Sebangka
4	Thursday, June 5, 2025	Take the paper check out mes	Ali
5	Friday, June 6, 2025	Iduladha	

Sources: Processed Data 2025

Agenda of activities or tasks performed by the author during the implementation of field work practices at PT. Riau Andalan Pulp and Paper Department of General Management Office Hotel Unigrha ended with presentations and meeting sessions with managers, mentors.

3.5 Obstacles and Solutions

In carrying out the practical work, the authors encountered several obstacles that hinder the practical work. With these constraints, the author is also looking for solutions so that these obstacles can be overcome and activities can run smoothly.

3.5.1 Obstacles

1. High standards of cleanliness and attention to detail Every area must meet hotel standards, including small details that are easy to overlook.
2. Interaction with guests Sometimes you have to communicate directly with guests, even while you are working.
3. Must be thorough when performing administrative work in the general management office department.

3.5.2 Solutions

1. For the first obstacle, the author should thoroughly study the Standard Operating Procedures (SOP) and create a personal checklist to ensure that no details are overlooked.
2. For the second obstacle, the author should communicate briefly but politely when interacting with guests to maintain professionalism.
3. For the third obstacle, a solution that can be applied by the author is to double-check after completing the assigned task.

CHAPTER IV

CONCLUSIONS AND SEGGESTIONS

4.1 Conclusion

Based on the results of the practical work that has been carried out, it can be concluded as follows.

1. To understand the specifics of the work in the administration of the Unigraha hotel Housekeeping department, it is necessary to know that its main tasks include recording staff work schedules, recording data on purchasing rooms, monitoring stocks of goods, as well as daily reporting. This service provides housekeeping operational services to keep it neat, efficient, and in accordance with hotel service standards.departments (such as front office and laundry).During my internship in the Housekeeping Administration department at Hotel Unigraha, my tasks were to assist the housekeeping staff by creating SR and PR to check the stock of cleaning equipment.
2. In the Administration section of the Housekeeping Department at Hotel Unigraha, hardware such as computers, printers, and photocopiers are used to assist with administrative work. Meanwhile, software is used to record housekeeping supplies, print room cleaning schedules, and briefings.
3. During my internship in the Administration Department of the Housekeeping Division at Unigraha Hotel, I became familiar with various equipment and tools such as computers for data entry, printers for printing documents, photocopiers for duplicating files, and office stationery such as pens, paper, and file folders used in daily administrative activities.
4. During my internship in the Administration Department of Housekeeping at Hotel Unigraha, knowledge of data was very important to support the smooth running of the work. The data required included employee attendance, room cleaning schedules, use of cleaning equipment, and records of stock and expenditure.

4.1 Suggestion

1. Interns should continually seek learning opportunities, ask questions, and be open to feedback to improve their performance and adaptability in a professional setting.
2. institution should consider incorporating more practical sessions that simulate real-world working conditions, thus better preparing students for internships.
3. Building stronger partnerships with industry players like PT. RAPP can provide more internship opportunities and ensure students gain relevant industry experience.
4. Developing a more structured internship program with clear objectives and outcomes will help interns maximize their learning experience.
5. Providing dedicated mentors for interns can help guide them through their tasks and offer valuable industry insights, enhancing the overall internship experience.
6. Implementing a feedback mechanism where interns can share their experiences and suggestions can help improve the internship program for future participants and ensure it meets educational and professional standa.

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APPENDICES

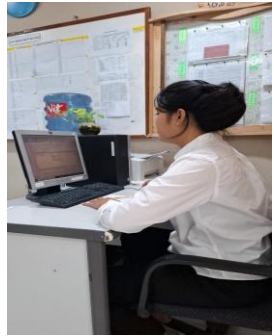

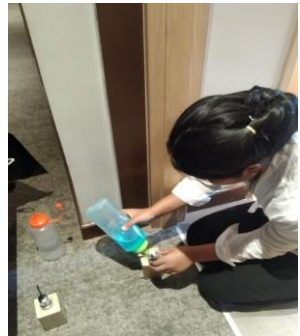

Appendices 1. Daily Activity

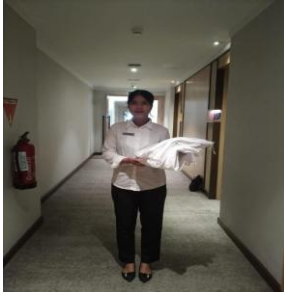



DAILY ACTIVITIES OF THE JOB TRAINING




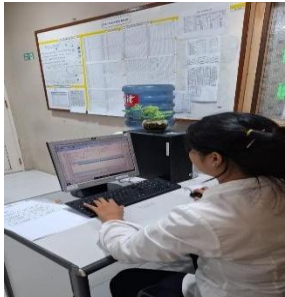
Day/Date	Activity Description	Place	Documentation
Monday, 3 Februari 2025	Introduction to Occupational Safety	Safety Campus	
Tuesday, 4 Februari 2025	Learning about 6S	HK	
Wednesday, 5 Februari 2025	Taught how to create Store Requests and Purchase Requests	HK	




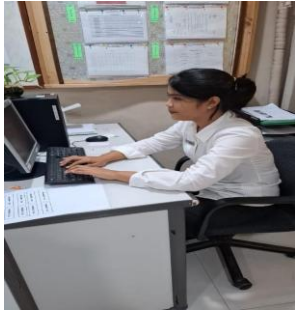
Friday, 6 Februari 2025	Practical training on how to create SR and PR, guided by a mentor	HK	
Saturday, 8 Februari 2025	Arrange general goods in the warehouse so that they are neatly organized and easy to retrieve for the hotel's needs.	HK	
Monday, 10 Februari 2025	Arrange chemical housekeeping products in the chemical warehouse according to name.	HK	
Thuesday, 11 Februari 2025	record items left behind by guests	HK	

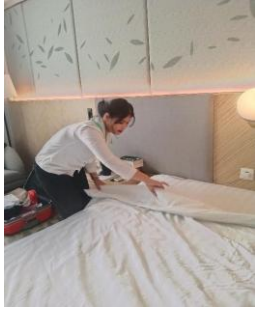
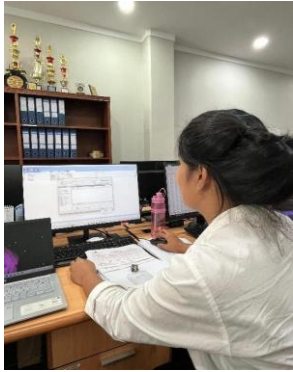

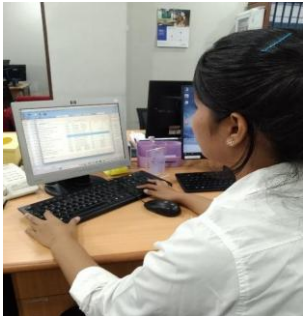
Wednesday, 12 Februari 2025	Tie the string on the pressed sheet	HK	
Tuesday, 13 Februari 2025	Arrange empty gallons neatly so they are easy to pick up. Order gallons by creating an SR for the required amount at hotels, lodgings, and apartments.	HK	
Friday, 14 Februari 2025	Briefing before work to discuss things that need to be improved so as not to repeat mistakes at work.	HK	
Monday, 17 Februari 2025	Arrange the items neatly according to their names.	HK	

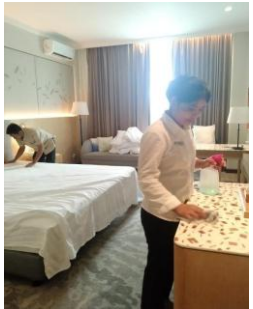
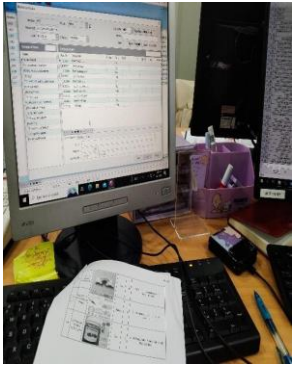


Thursday, 18 Februari 2025	Create a Store Request (SR) when housekeeping supplies are running low.	HK	
Wednesday, 19 Februari 2025	Vacuum the carpet in lobby 1 because it is dirty with a lot of dust and sand.	HK	
Saturday, 22 Februari 2025	Refill soap and shampoo for use in the room.	HK	
Monday, 24 Februari 2025	Wash tea cups, jugs, clean the sink and bathroom mirror.	HK	



Tuesday, 25 Februari 2025	Bringing supplies for the hotel that the seniors need.	HK	
Wednesday, 26 Februari, 2025	Clean the toilet in the guest room that has been checked out and occupied.	HK	
Friday, 28 Februari 2025	Knocking on the guest door so that the trainee can learn and complete the process from knocking on the door to entering the room.	HK	
Saturday, 1 March 2025	Libur		
Monday, 3 March, 2025	Items found last: Each name and room is recorded on HVS paper until all guest items are recorded, then neatly arranged.	HK	





Tuesday, 4 Marchi 2025	Refill the soap and shampoo dispensers with forty bottles each to replace the damaged items in the guest rooms.	HK	
Wednesday, 5 March, 2025	Clean the guest room so that the water is dry and provide towels.	HK	
Saturday, 8 Maret 2025	Seeing the results created by the senior elephants.	HK	
Monday, 10 March 2025	Create a Purchase Request (PR) for cleaning supplies, namely shipping costs for cotton buds and shipping costs for dental kits.	HK	





Tuesday, 11 March 2025	6S is a process for creating and maintaining neatness, cleanliness, and high performance in an organized workplace that serves as the basis for continuous improvement.	HK	
Wednesday, 12 March 2025	Record SO "Sleep Out" for guest rooms that have been checked in but are not occupied or are not in the room at night.	HK	
Thursday, 13 Maret 2025	Submit employee leave books to the HRD office	HK	
Friday, 14 Maret 2025	Create a Store Request so that the process of retrieving goods from the warehouse is properly recorded and controlled.	HK	
Saturday, 15 March 2025	Libur		



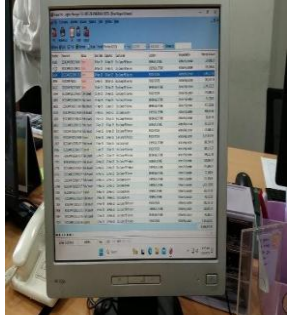

Monday, 17 March 2025	Cleaning the guest room occupet	HK	
Tuesday, 18 March 2025	Create a market list and PR To submit a list of necessary materials in accordance with operational needs.	GMO	
Wednesday, 19 March 2025	Arranging Ecocamp products in front of the store	GMO	
Thursday, 20 March 2025	Create a market list and PR To submit a list of necessary materials in accordance with operational needs.	GMO	





Friday, 21 Maret 2025	Clean the room after the guest checks out, so that the room is ready for use again in a clean and livable condition.	HK	
Saturday, 22 March 2025	Create a Purchase Request Engineering purchase request for goods or equipment submitted by the engineering department.	GMO	
Monday, 24 March 2025	Arranging Ecocamp products in front of the store	GMO	
Tuesday, 25 March 2025	Stamping the name of the item in its respective place	HK	
Wednesday, 26	Libur RAYA IDUL FITRI		


Maret 2025			
Thursday, 27 Maret 2025	Libur RAYA IDUL FITRI		
Friday, 28 Maret 2025	Libur RAYA IDUL FITRI		
Saturday, 29 Maret 2025	Libur RAYA IDUL FITRI		
Monday, 31 Maret 2025	Libur RAYA IDUL FITRI		
Tuesday, 1 April 2025	Libur RAYA IDUL FITRI		
Wednesday, 2 April 2025	Libur RAYA IDUL FITRI		
Thursday, 3 April 2025	Libur RAYA IDUL FITRI		
Friday, 4 April 2025	Libur RAYA IDUL FITRI		
Saturday, 5 April 2025	Libur RAYA IDUL FITRI		
Monday, 7 April 2025	Taking goods from the store warehouse	GMO	
Tuesday, 8 April 2025	Vacuuming rooms after check-out involves vacuuming dust and dirt from the floor using a vacuum cleaner after guests have checked out and the room has been declared empty.	HK	

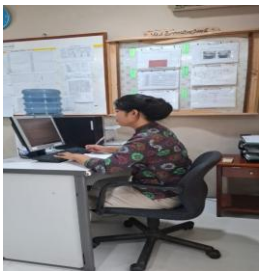


Wednesday, 9 April 2025	Hakter leave forms and compile attendance lists	HK	
Thursday, 10 April 2025	Membantu mengupdate calender pelatihan ALI, Menginput Data Kehadiran ke dalam Excel	HK	
Friday, 11 April 2025	Changing the sheets in occupied guest rooms in apartments is an important part of the room cleaning process carried out by housekeeping.	HK	
Saturday, 12 April 2025	Pick up the items after submitting the store request proof to the store warehouse and arrange them neatly in front of the store so that Ecocamp can easily pick up the items.	GMO	





Monday, 14 April 2025	Pick up the items after submitting the store request proof to the store warehouse and arrange them neatly in front of the store so that Ecocamp can easily pick up the items.	HK	
Tuesday, 15 April 2025	MCU staff schedule stamp in the housekeeping department	HK	
Wednesday, 16 April 2025	Notify the HR department regarding staff leave.	HK	
Thursday, 17 April 2025	Distributing brochures for Unigraha Hotel street food	POS 1	
Friday, 18 April 2025	Libur		
Saturday, 19 April 2025	Libur		

Monday, 21 April 2025	Check the name of the engineering item in the purchase request.	GMO	
Tuesday, 22 April 2025	Arrange dental kit items according to name	HK	
Wednesday, 23 April 2025	Periksa kembali permintaan pembelian di sistem komputer untuk memastikan apakah nama barang tersebut sudah terdaftar di sana.	GMO	
Thursday, 24 April 2025	Sorting plastic waste according to its name	HK	





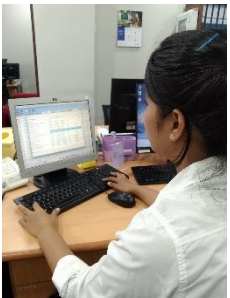
Friday, 25 April 2025	After creating a purchase request ecocamp in the system, it is sent to print so that it can be printed immediately and submitted to the mentor I have been working with.	GMO	
Saturday, 26 April 2025	Arrange coffee and tea items in their proper places.	HK	
Monday, 28 April 2025	Tested directly by the chemical mentor to see what is empty and to create a store request.	HK	
Tuesday, 29 April 2025	Mentors directly test how to record items that have been removed from the chemical warehouse.	HK	

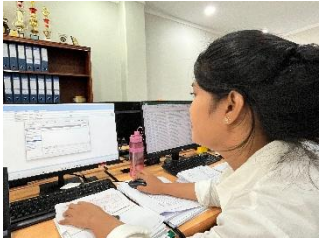


Wednesday, 30 April 2025	Tested directly by mentors on how to organize items that have been removed	HK	
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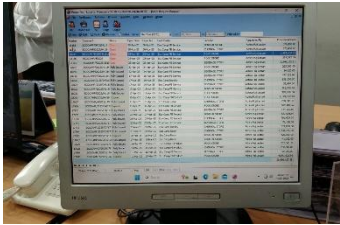

Thursday, 1 Mei 2025	Libur		
Friday, 2 Mei 2025	Create a Store Request so that the process of retrieving goods from the warehouse is properly recorded and controlled.	HK	
Saturday, 3 Mei 2025	Arrange hotel tissues neatly so that they are easy to take, as the name suggests.	HK	
Monday, 5 Mei 2025	Arrange hotel fragrance bottles in their proper places	HK	





Tuesday, 6 Mei 2025	Morning briefing before starting work activities to prevent unwanted incidents from recurring.	HK	
Wednesday, 7 Mei 2025	Vacuum the lobby on the first floor to make it cleaner and free of dust so that guests feel comfortable when passing through the lobby.	HK	
Thursday, 8 Mei 2025	Practice Christianity with staff to glorify God's name, be grateful for what has been done.	Meeting Room Batam	
Friday, 9 Mei 2025	Morning briefing before starting work activities to prevent unwanted incidents from recurring.	HK	
Saturday, 10 Mei 2025	Libur		
Monday, 12 Mei 2025	Libur		
Tuesday, 13 Mei 2025	Libur		
Wednesday, 14 Mei	Sick		

2025	
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Thursday, 15 Mei 2025	Morning briefing before starting work activities to prevent unwanted incidents from recurring.	HK	
Friday, 16 Mei 2025	Arrange coffee and tea according to their respective places.	HK	
Saturday, 17 Mei 2025	Arranging Ecocamp products in front of the store	GMO	
Monday, 19 Mei 2025	Create a market list and PR To submit a list of necessary materials in accordance with operational needs.	GMO	
Tuesday, 20 Mei 2025	Create a Ecocamp market list and PR To submit a list of necessary materials in accordance with operational needs.	GMO	

Wednesday, 21 Mei 2025	Create a ecocamp market list and PR To submit a list of necessary materials in accordance with operational needs.	GMO	
Thursday, 22 Mei 2025	Printed leave and absence sheets	HK	
Friday, 23 Mei 2025	Cleaning the sink in the occupied bathroom in the apartment	HK	

Monday, 26 Mei 2025	Fill the basket with dental kits, cotton buds, and pencils to be used tomorrow morning.	HK	
Tuesday, 27 Mei 2025	Taking laundry bad to my senior brother because of a shortage	HK	
Wednesday, 28 Mei 2025	Create a ecocamp market list and PR To submit a list of necessary materials in accordance with operational needs.	GMO	
Thursday, 29 Mei 2025	Libur		
Friday, 30 Mei 2025	Scrub the kloset in the occupied room if it is dirty.	HK	

Saturday, 31 Mei 2025	Refill shampoo and soap and put them neatly in place.	HK	
Monday, 2 June 2025	Wipe down the wardrobe so there is no dust and guests feel comfortable putting their clothes inside.	HK	
Tuesday, 3 June 2025	Clean the bathroom of the hotel room until it is clean and hygienic, including the toilet, sink and floor.	HK	
Wednesday, 4 June 2025	Presenting the results of practice for four months internship at hotel unigraha, finish	Meeting Room Sebangka	
Thursday, 5 June 2025			
Friday, 6 June 2025			

Source: Processed Data (2025)

Appendix 2 : Sertifikat of Apprenticeship



Appendix 3 : Evaluasi From

Form-4:

EVALUATION RESULTS FROM JOB TRAINING
COMPANY PENILAIAN.

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Nama :
Student's Identity No. :
Study Program :
Politeknik Bengkalis

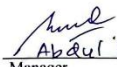
No.	Assessment Aspect	percentage	Scores
1.	Disciplin	20%	40
2.	Responsibility	25%	90
3.	Adjustment/Adaptation	10%	85
4.	Work Result	30%	80
5.	Behavior in General	15%	80
Total (1+2+3+4+5)		100%	85

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

Notes :

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Pangkalan Kerinci, 04 June 2025


Abdul Rosyid
Manager

Internal

Internal

Name Risma Silaban Februari			
Date	Time in	Time out	Sign
1			
2			
3			
4	08.00	17.00	Ru
5	08.00	17.00	Ru
6	08.00	17.00	Ru
7	08.00	17.00	Ru
8	08.00	17.00	Ru
9	08.00	17.00	Ru
10	08.00	17.00	Ru
11	08.00	17.00	Ru
12	08.00	17.00	Ru
13	08.00	17.00	Ru
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19	08.00	17.00	Ru
20	08.00	17.00	Ru
21	08.00	17.00	Ru
22	08.00	17.00	Ru
23	08.00	17.00	Ru
24	08.00	17.00	Ru
25	08.00	17.00	Ru
26	08.00	17.00	Ru
27	08.00	17.00	Ru
28	08.00	17.00	Ru
29	08.00	17.00	Ru
30	08.00	17.00	Ru
31			

Name Risma Silaban Maret			
Date	Time in	Time out	Sign
1	08.00	17.00	Ru
2	08.00	17.00	Ru
3	08.00	17.00	Ru
4	08.00	17.00	Ru
5	08.00	17.00	Ru
6	08.00	17.00	Ru
7	08.00	17.00	Ru
8	08.00	17.00	Ru
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28	08.00	17.00	Ru
29	08.00	17.00	Ru
30	08.00	17.00	Ru
31	08.00	17.00	Ru

Internal

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Dipindai dengan CamScanner

Name Risma Silaban Maret			
Date	Time in	Time out	Sign
1	08.00	17.00	Ru
2	08.00	17.00	Ru
3	08.00	17.00	Ru
4	08.00	17.00	Ru
5	08.00	17.00	Ru
6	08.00	17.00	Ru
7	08.00	17.00	Ru
8	08.00	17.00	Ru
9	08.00	17.00	Ru
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28	08.00	17.00	Ru
29	08.00	17.00	Ru
30	08.00	17.00	Ru
31	08.00	17.00	Ru

Dipindai dengan CamScanner

Dipindai dengan CamScanner

Internal

Name
Bulan

Risma Silaban
Juni

Date	Time in	Time out	Sign
1	08.00	17.00	
2	08.00	17.00	
3	08.00	17.00	
4	08.00	17.00	
5	08.00	17.00	
6	08.00	17.00	
7	08.00	17.00	
8	08.00	17.00	
9	08.00	17.00	
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26	08.00	17.00	
27	08.00	17.00	
28	08.00	17.00	
29	08.00	17.00	
30	08.00	17.00	
31	08.00	17.00	

Personal Surat Keterangan M.S.

Appendix 5: Apprenticeship Reply Letter

APRIL

PT Bina Nusantara Poly and Paper
Jalan Raya Kelapa No. 101
Kedondong, RT 001, RW 001, Kelapa
No. 101-101-101-101 Kel. 101-101-101-101

PT Bina Nusantara Poly and Paper
Jalan Raya Kelapa No. 101
Kedondong, RT 001, RW 001, Kelapa
No. 101-101-101-101 Kel. 101-101-101-101

Nomor : 067/II/CR/KP/RAPP/2025
Lamp : -
Hal : Isin Job Training/ Kerja Praktek

Kepada Yth,
Direktur Politeknik Negeri Bengkalis
Politeknik Negeri Bengkalis
Di-
Tempat
Dengan hormat,
Sehubungan dengan surat permohonan isin kerja praktek pada PT RAPP, untuk Mahasiswa/
Pelajar sebagai berikut:

No	Nama	NPM	Jurusan
1	Siska Vitoria	S404211359	Administrasi Bisnis Internasional
2	Stevani Veronica	S404211446	Administrasi Bisnis Internasional
3	Dumaida Meylani	S404211439	Administrasi Bisnis Internasional
4	Br Hutagalung	S404211426	Administrasi Bisnis Internasional
5	Ruriana Mungkur	S404211425	Administrasi Bisnis Internasional
6	Muhammad Ramdan	S404211415	Administrasi Bisnis Internasional
7	Amrina Rosyada	S404211371	Administrasi Bisnis Internasional

Dengan ini disampaikan bahwa kami dapat menerima mahasiswa/pelajar tersebut untuk melakukan kerja praktik di PT RAPP tahun 2025.
Kepada yang bersangkutan harus mengikuti safety induction terlebih dahulu. Kepada peserta KP harap memperhatikan:
- Mengikuti seluruh peraturan yang berlaku di Lingkungan Perusahaan
- Bagi yang ditempatkan di Mill dan daerah operasional yang mewajibkan APD, agar membawa masing masing.
Note: Kepada Peserta KP agar ke Kantor SHR (Rukan No. 6) pada (Waktu akan dikonfirmasi) dengan membawa Material 10.000 (2 Buah) dan Pas Foto (3x4 = 2 Buah).
Demikianlah surat ini kami sampaikan, atas perhatiannya diucapkan terimakasih.

Kepala Kerja, 13 Februari 2025
Tengku Kespandiar, ST, MM
Campus Relation Manager

Appendix 6 : Housekeeping Team



Appendix 7 : photo after presentation



