

**APPRENTICESHIP REPORT
ULULANI DREAMLAND HOTEL
ULUWATU - BALI**

ISMAWATI

Reg. Number: 5504221055



**ENGLISH FOR BUSINESS AND PROFESIONAL COMMUNICA-
TION STUDY PROGRAM LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
BENGKALIS - RIAU**

2025

APPROVAL SHEET

**APPROVAL SHEET
APPRENTICESHIP REPORT
ULULANI DREAMLAND HOTEL
ULUWATU-BALI**

Written as one of the condition for completing apprenticeship

ISMAWATI

Reg. Number 5504221055

Bali, December 11th 2025

HRD Officer



Elin Jero Edo

Advisor



Dr Halim Dwi Putra, S.Pd., M.AB.,
NIP. 198307112014041001

Approved by,

Head of English for Business and Professional Communication Study Program
State Polytechnic of Bengkalis




Fanalisa Elfa, S.Pd. M.Pd
NIP. 198510082019032015

ACCEPTANCE SHEET

ACCEPTANCE SHEET

This is to certify that we have examined the apprenticeship report of Ismawati Reg. Number 5504221055 who has done the apprenticeship at Ululani dreamland hotel started from July 14th to November 14th 2025. This report is to used for partial fulfilment of the State Polytechnic of Bengkalis. This report is complete and satisfactory in all respect, and any all revisions required by the apprenticeship report examine committee had been made.

Bengkalis, December 11th 2025

Accepted by:

Advisor



Dr Halim Dwi Putra, S.Pd., M.AB.,
NIP. 198307112014041001

Approved by,

Head of English for Bussines and Professional Communication Study Program
State Polytechnic of Bengkalis



Pannisa Elna, S.Pd., M.Pd
NIP. 198510082019032015

ACKNOWLEDGEMENT

Praise and gratitude the writer expresses to Allah SWT, because with His blessings and grace, the writer is finally able to complete this Apprenticeship Report successfully. This report is prepared as one of the requirements to fulfill the apprenticeship program in the Diploma IV English for Business and Professional Communication Study Program at the State Polytechnic of Bengkalis.

The completion of this Apprenticeship Report would not have been possible without the guidance, support, and encouragement from various parties. Therefore, on this occasion, the writer would like to express sincere appreciation and gratitude to:

1. Johny Custer, ST., MT, as the Director of State Polytechnic of Bengkalis.
2. Diah Paramita Sari, M.Pd, as the Head of the Language Department.
3. Fanalisa Elfa, M.Pd, as the Head of the D-IV English for Business and Professional Communication Study Program.
4. Ari Satria, M.Pd. B.I, as the Head of the D-III English Study Program.
5. Dr. Halim Dwi Putra, S.Pd., M.AB., CBPA, CPHRM, CPSM, CLMA, CBOA, QBSS, QIBP, CCBA, as the apprenticeship advisor who has provided valuable guidance and support throughout the process.
6. Mrs. Elin, as the Human Resource Department (HRD), for giving the writer the opportunity and trust to carry out the apprenticeship at the company.
7. Mr. Indrawan, as the Supervisor, who has provided guidance and shared useful knowledge during the apprenticeship.
8. All parties who have supported, motivated, and contributed positively to the writer during the apprenticeship activities.

Throughout the apprenticeship, the writer gained valuable experience, new insights, and practical skills that will be useful for future professional development.

The writer also realizes that there may have been mistakes or shortcomings during the apprenticeship period. Therefore, the writer sincerely apologizes to any parties who may have been affected by these unintentional errors. Finally, the writer hopes that this Apprenticeship Report can provide benefits for both the writer and the readers, and welcomes any constructive criticism or suggestions for future improvement.

Bengkalis, 10th Desember 2025,

Best Regards,

A handwritten signature in black ink, appearing to read 'Ismawati', with a stylized, cursive script.

Ismawati

Reg. Number 5504221055

TABLE OF CONTENT

APPRENTICESHIP REPORT

APPROVAL SHEET	i
ACCEPTANCE SHEET	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENT	v
LIST OF TABLES	vii
LIST OF FIGURES.....	viii
LIST OF APPENDICES.....	ix

CHAPTER 1 INTRODUCTION..... 1

1.1 Background of Apprenticeship	1
1.2 Purpose of Apprenticeshi.....	2
1.3 Significance of the Apprenticeship.....	2

CHAPTER 2 GENERAL DESCRIPTION OF THE COMPANY.....4

2.1 Ululani Dreamland Hotel	4
2.2 Vision and Mission.....	11
2.2.1 Vision	11
2.2.2 Mission	11
2.3 Organization Structure.....	12

CHAPTER 3 SCOPE OF THE APPRENTICESHIP 15

3.1 Job Description.....	15
3.2 System and Procedure	16
3.3 Work Schedule	21
3.4 Kind and Description of the Activity	22
3.5 Constraint of the Apprenticeship	31

CHAPTER 4 CONCLUSION AND SUGGESTION.....	33
4.1 Conclusion.....	33
4.2 Suggestion	33
REFERENCES	35
APPENDICES	36

LIST OF TABLES

Table 2.1 Meeting & Event Venues	10
Table 3.1. Daily Activities of July 14 th – July 20 th 2025	22
Table 3.2. Daily Activities of July 21 th – July 27 th 2025	23
Table 3.3. Daily Activities of July 28 th - August 03 rd 2025	23
Table 3.4. Daily Activities of August 04 th – August 10 th 2025	24
Table 3.5. Daily Activities of August 11 th – August 17 th 2025	24
Table 3.6. Daily Activities of August 18 th – August 24 th 2025	25
Table 3.7. Daily Activities of August 25 th – August 31 st 2025	25
Table 3.8. Daily Activities of September 01 st – September 07 th 2025	26
Table 3.9. Daily Activities of September 08 th – September 14 th 2025	26
Table 3.10. Daily Activities of September 15 th – September 21 th 2025	27
Table 3.11. Daily Activities of September 22 th - September 28 th 2025	27
Table 3.12. Daily Activities of September 28 th – October 05 th 2025	28
Table 3.13. Daily Activities of October 06 th - October 12 th 2025	28
Table 3.14. Daily Activities of October 13 th - October 19 th 2025	29
Table 3.15. Daily Activities of October 20 th - October 26 th 2025	29
Table 3.16. Daily Activities of October 27 th - November 02 nd 2025	30
Table 3.17. Daily Activities of November 03 rd - November 09 th 2025	30
Table 3.18. Daily Activities of November 10 th – November 14 th 2025	30

LIST OF FIGURES

Figure 2.1 Ululani Dreamland Hotel	4
Figure 2.2 Owner	4
Figure 2.3 Deluxe Room	6
Figure 2.4 Park View Room	6
Figure 2.5 Golf View Room	6
Figure 2.6 Primary Ocean & Golf View Room	7
Figure 2.7 Family Room	7
Figure 2.8 Suite Room	8
Figure 2.9 Facilities & Services	9
Figure 2.10 Organization Structure	12
Figure 3.1 Morning Briefing	16
Figure 3.2 Check-in Process	16
Figure 3.3 VHP System	19
Figure 3.4 Key Preparation	19
Figure 3.5 Courtesy Messages	20
Figure 3.6 Screenshot Message With Team Housekeeping	20
Figure 3.7 Writing the logbook and filling out reservation forms	21
Figure 3.8 screenshot schedule	22

LIST OF APPENDICES

Appendix 1: Apprenticeship Acceptance Letter.....	36
Appendix 2: Apprenticeship Statement Letter	37
Appendix 3: Certificate Of Internship	38
Appendix 4: Evaluation Form.....	39
Appendix 5: List Of Attendance	41
Appendix 6: Daily Activity Apprenticeship	50
Appendix 7: Daily Activity Logbook.....	8