

APPRENTICESHIP REPORT
ASTON NAGOYA CITY HOTEL (ANCH)
HOUSEKEEPING DEPARTMENT (HK)
BATAM – RIAU ISLAND



By:
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ENGLISH STUDY PROGRAM
LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2026

APPROVAL SHEET

**APPROVAL SHEET
APPRENTICESHIP REPORT
ASTON NAGOYA CITY HOTEL**

Written as one of the condition for completing on the job training

DINDA NURIZKA
5203230004

Batam, June 8th 2026

Aston Nagoya City Hotel

Advisor,



Jeffry S. Nainggolan
Executive Housekeeper

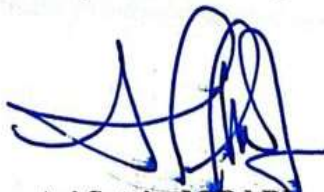


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APPROVAL SHEET

ACCEPTANCE SHEET

ACCEPTANCE SHEET

This is to certify that we have examined the apprenticeship report of **Dinda Nurizka, Reg Number 5203230004** who did the apprenticeship at **Aston Nagoya City Hotel Batam**, started from February 2nd, 2026 to May 31st, 2026. This report is used for partial fulfillment of the State Polytechnic of Bengkalis and this report is complete and satisfactory in all respects, and all revision required by the apprenticeship report examination committee have been made by the author.

Bengkalis, June 23rd, 2026

Acceptance by:

Advisor



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11. Special thanks to all my beloved friends who have always been there throughout this journey.

Bengkalis, June 23rd, 2026

Best Regards,

DINDA NURIZKA

Reg.Number:5203221161

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CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

Apprenticeship or practical work is an structured activity, practical learning experience that combines hands on work with theoretical education, providing individuals with specific skills and competencies for a specific trade, profession, or industry. It emphasizes learning by doing, allowing participants to gain real-world experience under experienced mentors or supervisors.

The only one State Polytechnic in Riau is the State Polytechnic of Bengkalis, a vocational higher education establishment. Located at Bathin Alam Street, Sungai Alam, Bengkalis, this college was founded in 2001. Naval Architecture, Mechanical Engineering, Electrical Engineering, Civil Engineering, Language, Business Administration, Information Technology, and Maritime are among the eight majors offered by State Polytechnic of Bengkalis. Every department possesses the capabilities necessary to address the needs for personal used. A final report and an apprenticeship are the two requirements for graduation.

In carrying out the internship program, the author chose Aston Nagoya City Hotel as the place for On Job Training. The hotel is strategically located in the center of Batam city and close to business and shopping areas. In addition, the hotel provides professional hospitality services and modern working systems that support students in improving their communication and service skills.

Aston Nagoya City Hotel has 192 guest rooms, meeting rooms, restaurant facilities, and various supporting facilities for guests. During the internship program, the author was placed in the Housekeeping Department as an Order Taker. This position gave the author opportunities to learn about hotel operational activities, especially in handling guest requests, coordinating with housekeeping staff, and maintaining communication between departments.

Through this On Job Training program, the author gained valuable experience, improved communication skills, increased discipline and responsibility, and understood the importance of teamwork in the hospitality industry.

Start from February 2nd to may 31st 2026. The author completed an internship program. The author was placed in the Housekeeping Department as an Order Taker. An Order Taker plays an important role in supporting daily housekeeping operations by handling administrative tasks, updating operational records, and coordinating information within the department.

1.2 Purposes of the Apprenticeship

The purposes of apprenticeship done at Aston Nagoya City Hotel are as follows:

- 1.To know the kinds of jobs done by an Order Taker in the Housekeeping Department of Aston Nagoya City Hotel.
- 2.To know the working procedures used by an Order Taker in the Housekeeping Department of Aston Nagoya City Hotel.
- 3.To know the documents used by an Order Taker in the Housekeeping Department of Aston Nagoya City Hotel.

1.3 Significances of the Apprenticeship

This apprenticeship program provides various benefits and valuable experiences for students, educational institutions, and companies. The significances of the apprenticeship are explained as follows:

1.3.1 For Students (Apprentices)

Through the apprenticeship program at Aston Nagoya City Hotel, the author gained valuable knowledge and practical experience in the hospitality industry, especially in the Housekeeping Department as an Order Taker. This program helped the author improve communication skills, teamwork, discipline, responsibility, problem-solving abilities, and professionalism through direct involvement in daily hotel operational activities.

1.3.2 For State Polytechnic of Bengkalis

The apprenticeship program helps State Polytechnic of Bengkalis prepare qualified graduates who are ready to compete in the professional working environment by providing students with real working experience. In addition, this program also strengthens cooperation between the institution and the hospitality industry while supporting curriculum development based on industry needs and professional standards.

1.3.3 For Aston Nagoya City Hotel

Apprenticeship program allows Aston Nagoya City Hotel to enhance its service quality, develop a skilled workforce, and build a reputation as a leader in the hospitality industry. Additionally, it fosters networking opportunities, enriches the hotel's culture, and aligns with long-term business sustainability goals. Ultimately, the apprenticeship program is a win-win scenario, benefiting both the hotel and the apprentices by offering a platform for growth.

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 Company History

Started in 1997, Archipelago is Southeast Asia's largest privately owned hotel management group, with more than 40,000 rooms and residences in over 200 locations across Southeast Asia, the Caribbean, the Middle East, and Oceania. A trusted hotel company with a long track record and award-winning brands including Aston, Aston Collection Hotels, Alana, Huxley, Kamuela, Harper, Quest, Hotel Neo, Fave, Nordic, and Powered by ARCHIPELAGO.

From its humble beginnings, Archipelago has expanded across South East Asia and is now moving into other markets across the globe such as Australia, the Middle East, and South America. The group's in-house design team designs and builds its own hotels and provides the design service for developers. While the company's team of over 30 programmers, coders, AI architects, and ML engineers helps develop the group's own apps, software, and systems.

Based on the official Batam website Tribunnews.com, Aston Nagoya City Hotel has been operating since 2022. Aston Nagoya City Hotel was established by Archipelago on August 2022. The purpose and objectives of establishing Aston Nagoya City Hotel is to provide the best experience and comfort when staying at the time of its establishment. President and CEO of Archipelago International, Mr. Jhon M. Flood said that Aston Nagoya City Hotel is currently the youngest hotel, has 192 modern rooms with complete facilities and is divided into three categories, namely Studio Room, Deluxe Room and Suite Room.

"Each room is specially designed to provide the best experience and comfort during your stay. Each accommodation has in-room facilities and high-speed WI-FI", said Jhon. And at Aston Nagoya City Hotel also have voice command technology with Google Nest and Arch TV, a smart TV that allows guests to connect their phones to the TV and watch their favorite

programs. “We are ready to be a one-stop destination hotel, whether for accommodation, dining, entertainment, and for special event. We can’t wait to welcome guests and guarantee unforgettable services to ensure every visit is memorable and positive”, said General Manager of Aston Nagoya City Hotel, Mr. Yanuar Dedy Setiawan



Figure 2.1 Aston Nagoya City Hotel Building

2.2 Company Logos



Figure 2.2 Archipelago



Figure 2.3 Aston Nagoya City Hotel

2.3 Vision and Mission

1. Vision

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

2. Mission

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

2.4 Types of Business

Aston Nagoya City Hotel operates in the hospitality industry, providing accommodation and various services for both business and leisure travelers. The hotel offers a range of facilities, including a restaurant, meeting rooms, and a lounge area to support guests' needs and comfort. In addition, each room is equipped with modern technology such as Google Nest and Smart TV to enhance the guest experience and provide a more convenient stay.

i. Products and services

RESTAURANT	
Shiso Restaurant	
	
MEETING ROOMS	
Edelweiss	Magnolia
	
Lavender	Jasmine
	

ROOMS	
Superior (18 M²) 	Deluxe (20 M²) 
Junior Suite (22 M²) 	
TECHNOLOGY	
Smart TV 	Google Nest 

Figure 2.4 Product and Service

2.5 Organization Structure

Archipelago's industry-leading team. Originating from 6 different countries and with a combined experience of 200 years, this team has led Archipelago to be Asia's most successful independent hotel management group.



Figure 2.5 ARCHIPELAGO Executive Committee

For the internal departments in hotel that have their respective duties in building and maintaining cooperation and relationships with related parties. These departments are:

1. Front Office (FO), Manages guest check-in, reservation, and inquiries.
2. House-keeping (HK), Responsible for cleaning rooms, public areas, and maintaining hotel cleanliness.
3. Food and Beverage (F&B) Product and Service, Handles restaurant services, bars, room services, and catering.
4. Sales and Marketing, Promotes the hotel, handles bookings, and develops promotional strategies.
5. Maintenance and Engineering, Ensure the up keep of hotel facilities, including repairs and preventive maintenance.

6. Human Resources (HR), Manages recruitment, employees welfare, training, security and labor relations.
7. Finance and Accounting, Handles budgeting, purchasing, payroll, billing, and finance reporting.

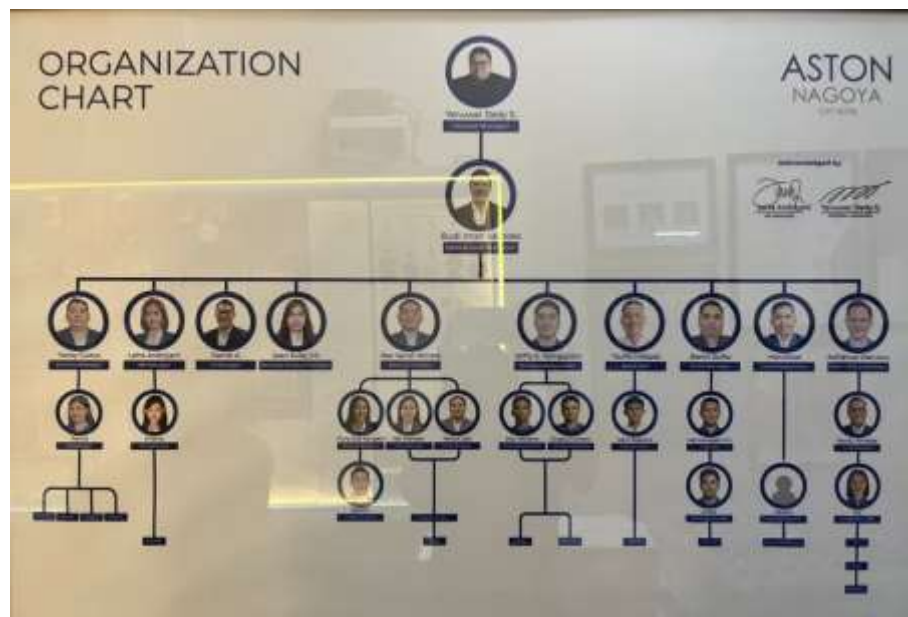


Figure 2.6 Organization Structure of Aston Nagoya City Hotel

CHAPTER III

SCOPE OF THE APPRENTICESHIP

3.1 Job Description

In this chapter, there were several descriptions of activities while carrying out apprenticeship. Apprenticeship was carried out for 4 months, starting from February 2nd, to May 31th, 20266, at Aston Nagoya City Hotel in the Housekeeping Department as Housekeeping Order-Taker.

There were several jobs given as Housekeeping Order - Taker:

- Update Room Status
- Prepare Discrepancy Reports
- Update Lost and Found Records
- Update Maintanance Request
- Prepare Store Requisition & Purchase Requisition

The internship schedule at Aston Nagoya City Hotel is as follows:

Table 1 Internship Schedule

No	Day	Office Hours	Break
1.	Monday	Day Off	-
2.	Tuesday	08.00 – 17.00	12.00 – 12.30
3.	Wednesday	08.00 – 17.00	12.00 – 12.30
4.	Thursday	08.00 – 17.00	12.00 – 12.30
5.	Friday	08.00 – 17.00	12.00 – 12.30
6.	Saturday	08.00 – 17.00	12.00 – 12.30
7.	Sunday	08.00 – 17.00	12.0 – 12.30

3.2 Place of Apprenticeship

The apprenticeship was started from February 2nd until May 31st 2026. At Aston Nagoya City Hotel (ANCH) in Housekeeping Department (HK), Lubuk Baja ST., Nagoya Thamrin City, Batam, Riau Island.

3.3 System and Procedure

For the Aston Nagoya City Hotel to handle hotel operations, improve efficiency, and ensure a positive guest experience. The system should cover various aspects like guest services, housekeeping, maintenance, food and beverage, and employee management.

In the Housekeeping Department, particularly in the Order Taker section, the procedures are designed to support daily housekeeping operations through administrative duties, report preparation, room status updates, and coordination among housekeeping staff. These procedures help ensure that operational information is accurate, organized, and communicated properly within the department.

The following are the main systems and procedures implemented:

1. Update Room Status

Update room status information based on reports from Room Attendants and Supervisors to ensure accurate housekeeping records.

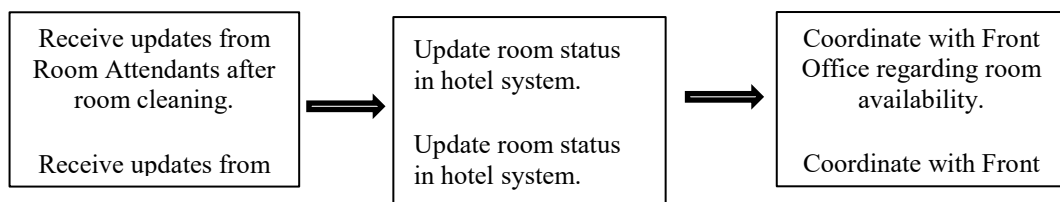


Figure 3.1 Procedure for Update Room Status

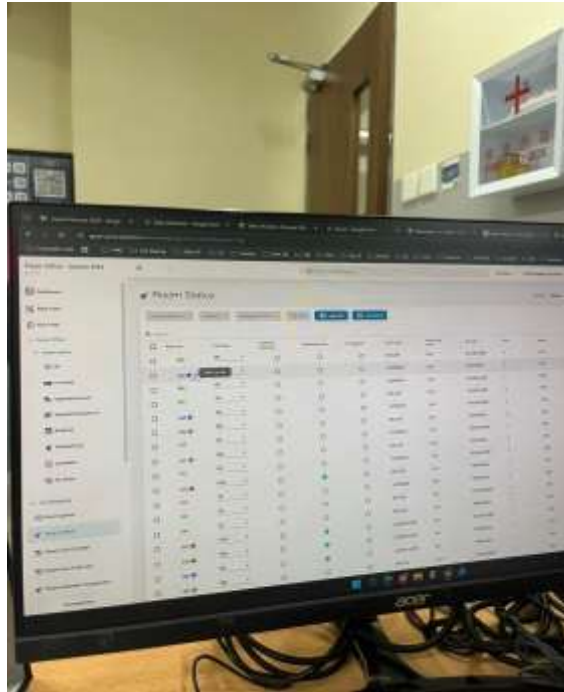


Figure 3.2 Update Room Status

2. Prepare Discrepancy Report

To ensure the accuracy of room status information between the Housekeeping and Front Office Departments, discrepancy reports were prepared regularly during daily operations. The report was used to identify and record any differences in room status, allowing both departments to coordinate effectively and maintain accurate room availability information.

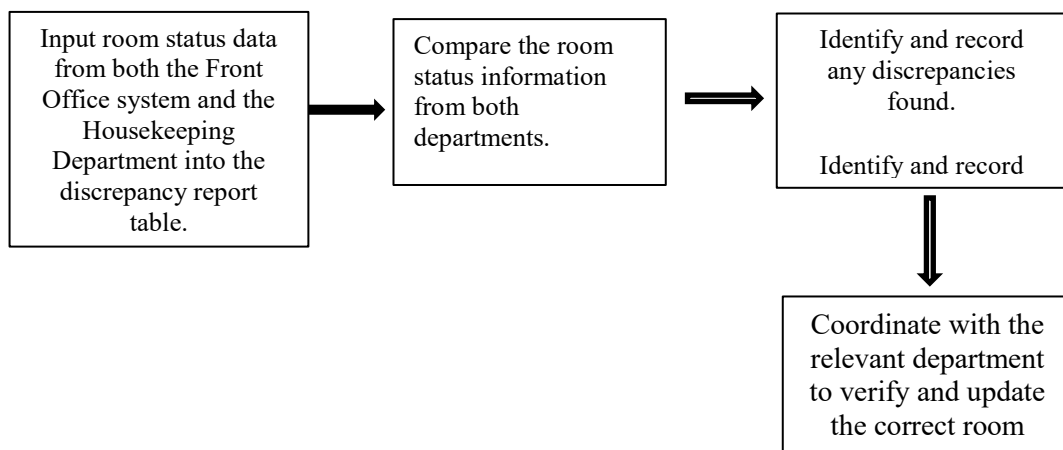


Figure 3.3 Procedure for Prepare Discrepancy Report

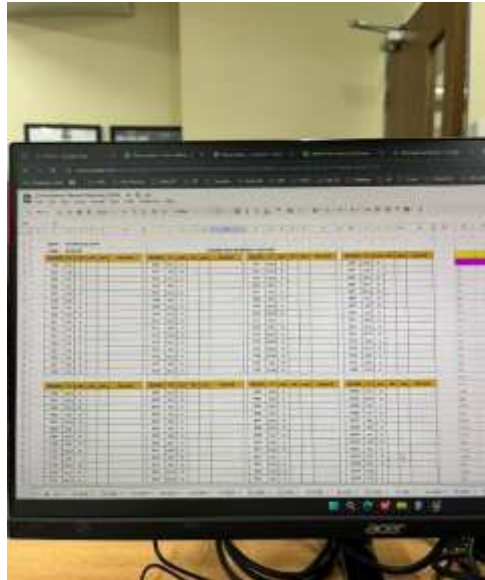


Figure 3.4 Discrepancy Report

3. Update Lost and Found Records

Record and update lost and found information to ensure all guest belongings are properly documented and stored.

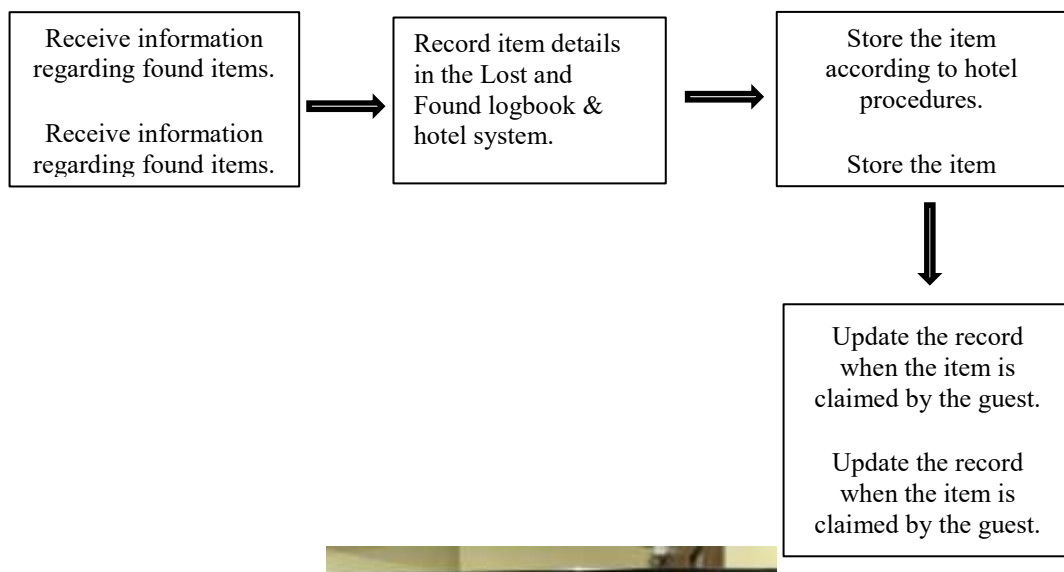


Figure 3.5 Procedure for Update Lost and Found



Figure 3.6 Update Lost and Found

1. Update Maintenance Requests

Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department for follow-up actions.

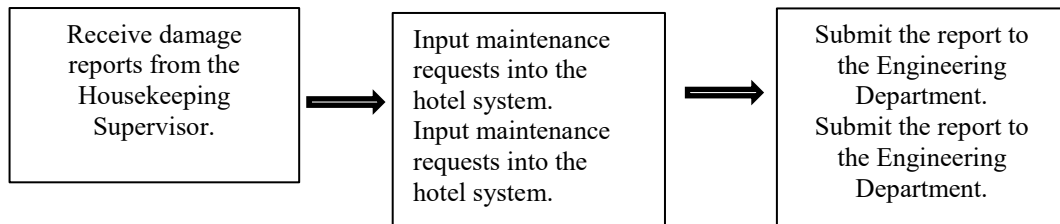


Figure 3.7 Procedure for Update Maintenance Request

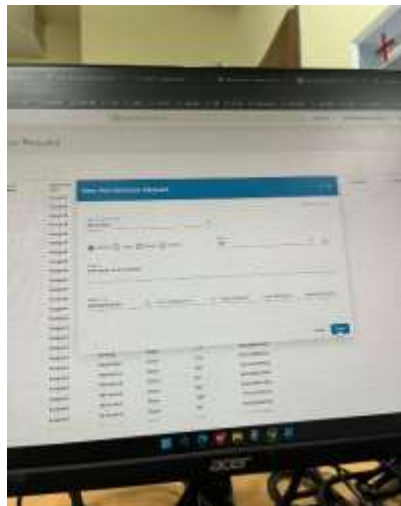


Figure 3.8 Update Maintenance Request

2. Prepare Store Requisition and Purchase Requisition

Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities, such as shampoo, shower gel, hand soap, dental kits, and other operational items, in order to maintain adequate stock levels and support daily housekeeping operations.

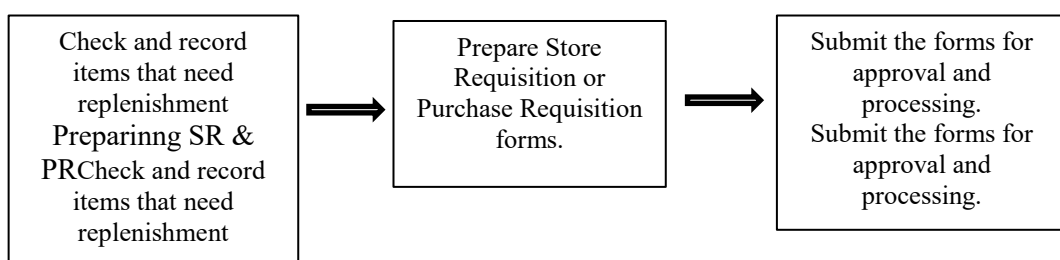


Figure 3.9 Procedure for Prepare Store Requisition and Purchase Requisition



Figure 3.10 Prepare Store Requisition and Purchase Requisition

3.4 Document Used of the Activity

These were several document used for activity while doing apprenticeship, as follows:

1. Room attendant worksheet
2. Discrepancy Report
3. Room morning status form
4. Store Requisition Form
5. Purchase Requisition Form
6. Maintenance Report

3.5 Kind and Description of the Activity

Kind and description of the daily activities at Aston Nagoya City Hotel.

Table 2 Daily Activities Report Week 1 from February 2nd to May 31st 2026

No	Day/Date	Activity	Place
1	Monday, February 2 nd , 2026	Company Induction and Safety Training	Magnolia Meeting Room
2	Tuesday, February 3 rd , 2026	Signing of internship agreement	Magnolia Meeting Room
3	Wednesday, February 4 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request	BOH Office

		5. Prepare Store Requisition & Purchase Requisition.	
4	Thursday, February 5 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Purchase Requisition.	BOH Office
5	Friday, February 6 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Purchase Requisition.	BOH Office
6	Saturday, February 7 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Purchase Requisition.	BOH Office
7	Sunday, February 8 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition	BOH Office

Table 3 Daily Activities Report Week 2 from february 9th, to `15th, 2026

No	Day/Date	Activity	Place
1	Monday, February 9 th , 2026	Day Off	-
2	Tuesday, February 10 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, February 11 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition &	BOH Office

		Store Requisition.	
4	Thursday, February 12 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, February 13 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, February 14 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, February 15 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 4 Daily Activities Report Week 3 from October 16th, to 22th, 2026

No	Day/Date	Activity	Place
1	Monday, February 16 th , 2026	Day Off	-
2	Tuesday, February 17 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, February 18 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

4	Thursday, February 19 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, February 20 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, February 21 st , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, February 22 nd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 5 Daily Activities Report Week 4 from February 23rd to March 1st, 2026

No	Day/Date	Activity	Place
1	Monday, February 23 rd , 2026	Day Off	-
2	Tuesday, February 24 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, February 25 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Purchase Requisition.	BOH Office
4	Thursday, February 26 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Purchase Requisition.	BOH Office
5	Friday, February 27 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Purchase Requisition..	BOH Office
6	Saturday, February 28 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Purchase Requisition.	BOH Office
7	Sunday, March 1 st , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare SR & PR	BOH Office

Table 6 Daily Activities Report Week 5 from March 2nd to 8th, 2026

No	Day/Date	Activity	Place
1	Monday, March 2 nd , 2026	Day Off	-
2	Tuesday, March 3 rd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request	BOH Office
3	Wednesday, March 4 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request	BOH Office
4	Thursday, March 5 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request	BOH Office
5	Friday, March 6 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Purchase Requisition.	BOH Office
6	Saturday, March 7 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare SR & PR	BOH Office
7	Sunday, March 8 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare SR & PR	BOH Office

Table 7 Daily Activities Report Week 6 from March 9th to 15th, 2026

No	Day/Date	Activity	Place
1	Monday, March 9 th , 2026	Day Off	-
2	Tuesday, March 10 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, March 11 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, March 12 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, March 13 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, March 14 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, March 15 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 8 Daily Activities Report Week 8 from March 23rd to 29th, 2026

No	Day/Date	Activity	Place
1	Monday, March 16 th , 2026	Day Off	-
2	Tuesday, March 17 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintanance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, March 18 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintanance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, March 19 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintanance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, March 20 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintanance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, March 21 st , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintanance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, March 22 nd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintanance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 9 Daily Activities Report Week 9 from March 30th to April 5th, 2026

No	Day/Date	Activity	Place
1	Monday, March 23 rd , 2026	Day Off	-
2	Tuesday, March 24 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, March 25 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, March 26 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, March 27 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, March 28 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, March 29 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 10 Daily Activities Report Week 9 from March 30th to April 5th, 2026

No	Day/Date	Activity	Place
1	Monday, March 30 th , 2026	Day Off	-
2	Tuesday, March 31 st , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, April 1 st , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, April 2 nd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, April 3 rd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, April 4 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, April 5 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 11 Daily Activities Report Week 11 from April 13th to 19th, 2026

No	Day/Date	Activity	Place
1	Monday, April 6 th , 2026	Day Off	-
2	Tuesday, April 7 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, April 8 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, April 9 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, April 10 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, April 11 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, April 12 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 12 Daily Activities Report Week 11 from April 13th to 19th, 2026

No	Day/Date	Activity	Place
1	Monday, April 13 th , 2026	Day Off	-
2	Tuesday, April 14 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, April 15 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, April 16 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, April 17 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, April 18 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, April 19 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 13 Daily Activities Report Week 12 from April 20th to 26th, 2026

No	Day/Date	Activity	Place
1	Monday, April 20 th , 2026	Day Off	-
2	Tuesday, April 21 st , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, April 22 nd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, April 23 rd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, April 24 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, April 25 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, April 26 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 14 Daily Activities Report Week 13 from April 27th to May 3rd, 2026

No	Day/Date	Activity	Place
1	Monday, April 27 th , 2026	Day Off	-
2	Tuesday, April 28 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, April 29 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, April 30 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, May 1 st , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, May 2 nd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, May 3 rd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 15 Daily Activities Report Week 14 from May 4th to 10th, 2026

No	Day/Date	Activity	Place
1	Monday, May 4 th , 2026	Day Off	-
2	Tuesday, May 5 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, May 6 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, May 7 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, May 8 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, May 9 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, May 10 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 16 Daily Activities Report Week 15 from May 11th to 17th, 2026

No	Day/Date	Activity	Place
1	Monday, May 11 th , 2026	Day Off	-
2	Tuesday, May 12 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, May 13 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, May 14 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, May 15 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, May 16 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, May 17 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 17 Daily Activities Report Week 16 from May 18th to 24th, 2026

No	Day/Date	Activity	Place
1	Monday, May 18 th , 2026	Day Off	-
2	Tuesday, May 19 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, May 20 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, May 21 st , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, May 22 nd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, May 23 rd , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, May 24 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

Table 18 Daily Activities Report Week 17 from May 25th to 31st, 2026

No	Day/Date	Activity	Place
1	Monday, May 25 th , 2026	Day Off	-
2	Tuesday, May 26 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
3	Wednesday, May 27 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
4	Thursday, May 28 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
5	Friday, May 29 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
6	Saturday, May 30 th , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office
7	Sunday, May 31 st , 2026	1. Update Room Status 2. Prepare Discrepancy Report 3. Update Lost & Found 4. Update Maintenance Request 5. Prepare Store Requisition & Store Requisition.	BOH Office

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1. Conclusion

After doing apprenticeship in the Housekeeping Department of Aston Nagoya City Hotel, there are some conclusions drawn:

1. There are some kinds of jobs done during the apprenticeship, such as preparing Room Attendant Worksheet, updating room status, preparing discrepancy report, preparing store requisition and purchase requisition, recording lost and found items, and preparing maintenance report.
2. The working procedures are based on the operational procedures of the Housekeeping Department at Aston Nagoya City Hotel.
3. Documents used during the apprenticeship are as follows: Room Attendant Worksheet, discrepancy report, room morning status report, store requisition form, purchase requisition form, maintenance report, lost and found record, and guest laundry bill.

4.2. Suggestion

1. Aston Nagoya City Hotel is suggested to improve coordination and communication between the Housekeeping Department and other related departments, especially in updating room status and handling maintenance reports, in order to support smooth hotel operations.
2. Aston Nagoya City Hotel is also suggested to maintain effective administrative procedures in the Housekeeping Department, such as preparing reports, updating records, and monitoring housekeeping documents, so that the work can be carried out more accurately and efficiently.

APPENDICES

APPENDIX 1: Weekly Apprenticeship Activities

Days: Monday - Sunday

Date: February 2nd – 8th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Jeffry S. Nainggolan	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Participated in an induction program conducted by the Human Resources Department and Executive Housekeeper to gain an understanding of hotel policies, regulations, and workplace standards.
2.		Joined a hotel tour conducted by the Human Resources Department to become familiar with hotel facilities, departments, and operational areas.

3.		Received guidance and explanations from the Housekeeping Order Taker staff regarding daily responsibilities, operational procedures, and administrative tasks within the Housekeeping Department.
4.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
5.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay
6.		Participated in a room and floor tour with the Housekeeping Order Taker staff to learn room types, floor layouts, housekeeping stations, and operational areas within the hotel.

WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: February 9th – 15th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Jeffry S. Nainggolan	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
2.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements. This document helps distribute room assignments and organize daily housekeeping tasks efficiently.

3		Counted amenities and guest supplies in the Housekeeping Store to monitor stock availability and support housekeeping operational needs.
4		Record and update lost and found information according to hotel procedures. Proper documentation helps ensure guest belongings are managed and stored appropriately.
5		Update room status information based on reports received from Room Attendants and Supervisors. Accurate room status records help support smooth housekeeping operations and room availability management.
6		Prepare Discrepancy Reports by comparing room status information between the Housekeeping and Front Office Departments. The report is updated twice daily, at 11.00 a.m. and 5.00 p.m., to ensure room status accuracy and effective coordination between departments.

7		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.
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WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: February 16th – 22nd, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Eko Mardiono	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
2.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements. This document helps distribute room assignments and organize daily housekeeping tasks efficiently.

3.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
4.		Update room status information based on reports received from Room Attendants and Supervisors. Accurate room status records help support smooth housekeeping operations and room availability management.
5.		Prepare Discrepancy Reports by comparing room status information between the Housekeeping and Front Office Departments. The report is updated twice daily, at 11.00 a.m. and 5.00 p.m., to ensure room status accuracy and effective coordination between departments.
6.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.

7.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
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WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: February 23rd – March 1st, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Eko Mardiono	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information. The worksheet serves as a guide for Room Attendants in performing their daily duties.
2.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements. This document helps distribute room assignments and organize daily housekeeping tasks efficiently.

3.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
4.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
5.		Update room status information based on reports received from Room Attendants and Supervisors. Accurate room status records help support smooth housekeeping operations and room availability management.
6.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.

7.		Update Bin Card records to monitor stock movement and maintain accurate inventory records of housekeeping supplies.
8.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.
9.		Prepare Laundry Reports by inputting and calculating linen and laundry data into Microsoft Excel. This report is used to monitor laundry activities and maintain accurate housekeeping records.
10.		Input room inspection results into the HM-GM Report file to assist management in monitoring room conditions and housekeeping performance.
11.		Conduct monthly towel inventory to monitor stock availability and support monthly housekeeping reports.

12.		Conduct monthly linen inventory to verify stock levels and prepare accurate records for end-of-month reporting.
13.		Conduct monthly asset inventory to verify housekeeping equipment and support end-of-month inventory reporting.
14.		Conduct monthly amenities inventory to ensure stock accuracy and maintain adequate supplies for housekeeping operations.

WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: March 02nd - 08th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Eko Mardiono	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information.
2.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.

3.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
4.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
5.		Update room status information based on reports received from Room Attendants and Supervisors.
6.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.
7.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.

8.		Update Lost and Found Records to document items found by housekeeping staff and maintain accurate records of guest belongings.
9.		Update Loan Item Records by documenting the issuance and return of guest loan items. This record helps ensure proper tracking and availability of items for housekeeping operations.
10.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.
11.		Update Bin Card records to monitor stock movement and maintain accurate inventory records of housekeeping supplies.

WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: March 9th - 15th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Eko Mardiono	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information.
2.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.

3.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
4.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
5.		Update Bin Card records to monitor stock movement and maintain accurate inventory records of housekeeping supplies.

6.		Update room status information based on reports received from Room Attendants and Supervisors.
7.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.
8.		Update Lost and Found Records to document items found by housekeeping staff and maintain accurate records of guest belongings.
9.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.

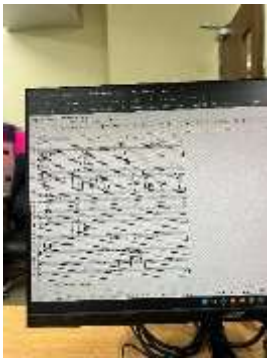
10.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
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WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: March 16th – 22nd, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Eko Mardiono	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information.
2.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.

3.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
4.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
5.		Update Bin Card records to monitor stock movement and maintain accurate inventory records of housekeeping supplies.
6.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.

7.		Update room status information based on reports received from Room Attendants and Supervisors.
8.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.
9.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.

10.		Update Lost and Found Records to document items found by housekeeping staff and maintain accurate records of guest belongings.
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WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: March 23rd – 29th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Eko Mardiono	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information.
2.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.

3.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
4.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
5.		Update Bin Card records to monitor stock movement and maintain accurate inventory records of housekeeping supplies.
6.		Update room status information based on reports received from Room Attendants and Supervisors.

7.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.
8.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.
9.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
10.		Conduct monthly asset inventory to verify housekeeping equipment and support end-of-month inventory reporting.

11.		Conduct monthly linen inventory to verify stock levels and prepare accurate records for end-of-month reporting.
12.		Meet guests and politely invite them to provide reviews regarding their stay experience at the hotel.

WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: March 30th - April 5th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Eko Mardiono	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	SHOP DARWING	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information. The worksheet serves as a guide for Room Attendants in performing their daily duties.
2.		Prepare Room Morning Status by comparing the actual room status reported by Room Attendants with the room status recorded in the Front Office system.

3.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.
4.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
5.		Conduct monthly amenities inventory to ensure stock accuracy and maintain adequate supplies for housekeeping operations.
6.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities. These documents help ensure the availability of operational items needed by the department.

7.		Update room status information based on reports received from Room Attendants and Supervisors.
8.		Update Lost and Found Records to document items found by housekeeping staff and maintain accurate records of guest belongings.
9.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
10.		Meet guests and politely invite them to provide reviews regarding their stay experience at the hotel.

WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: April 6th - 12th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Eko Mardiono	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information. The worksheet serves as a guide for Room Attendants in performing their daily duties.
2.		Prepare Room Morning Status by comparing the actual room status reported by Room Attendants with the room status recorded in the Front Office system.

3.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.
4.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
5.		Update room status information based on reports received from Room Attendants and Supervisors.

6.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
7.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.
8.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.

9.		Update Bin Card records to monitor stock movement and maintain accurate inventory records of housekeeping supplies.
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WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday – Sunday

Date: April 13th - 19th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Eko Mardiono	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information. The worksheet serves as a guide for Room Attendants in performing their daily duties.
2.		Prepare Room Morning Status by comparing the actual room status reported by Room Attendants with the room status recorded in the Front Office system.

3.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
4.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.
5.		Update room status information based on reports received from Room Attendants and Supervisors.
6.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.

7.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
8.		Meet guests and politely invite them to provide reviews regarding their stay experience at the hotel.
9.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
10.		Update Bin Card records to monitor stock movement and maintain accurate inventory records of housekeeping supplies.

11.		Prepare Guest Laundry Bills by recording laundry items and calculating the total charges.
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WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday – Sunday

Date: April 20th – 26th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Eko Mardiono	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information. The worksheet serves as a guide for Room Attendants in performing their daily duties.
2.		Prepare Room Morning Status by comparing the actual room status reported by Room Attendants with the room status recorded in the Front Office system.

3.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.
4.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
5.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
6.		Update room status information based on reports received from Room Attendants and Supervisors.

7.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
8.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.
9.		Update Loan Item Records by documenting the issuance and return of guest loan items.

10.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.
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WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: April 27th – May 03rd, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Armasnyah	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information. The worksheet serves as a guide for Room Attendants in performing their daily duties.
2.		Prepare Room Morning Status by comparing the actual room status reported by Room Attendants with the room status recorded in the Front Office system.

3.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.
4.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
5.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
6.		Prepare Guest Laundry Bills by recording laundry items and calculating the total charges.

7.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.
8.		Prepare Lost and Breakage Reports to document lost or damaged hotel items
9.		Update room status information based on reports received from Room Attendants and Supervisors.
10.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.

11.		Input room inspection results into the HM-GM Report to assist management in monitoring room conditions and housekeeping performance.
12.		Conduct monthly inventory of linen, towels, amenities, and housekeeping assets to verify stock availability and maintain accurate records for end-of-month reporting.
13.		Conduct monthly amenities inventory to ensure stock accuracy and maintain adequate supplies for housekeeping operations.

WEEKLY APPRENTICESHIP ACTIVITIES

Days: Tuesday - Sunday

Date: May 4th – 10th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Armansyah	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information. The worksheet serves as a guide for Room Attendants in performing their daily duties.
2.		Prepare Room Morning Status by comparing the actual room status reported by Room Attendants with the room status recorded in the Front Office system.

3.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.
4.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
5.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
6.		Prepare Guest Laundry Bills by recording laundry items and calculating the total charges.

7.		Meet guests and politely invite them to provide reviews regarding their stay experience at the hotel.
8.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.
9.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
10.		Update room status information based on reports received from Room Attendants and Supervisors.

11.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.
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WEEKLY ACTIVITIES APPRENTICESHIP

Days: Tuesday - Sunday

Date: May 11th – 17th, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Armansyah	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information. The worksheet serves as a guide for Room Attendants in performing their daily duties.
2.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.

3.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
4.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
5.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.
6.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.

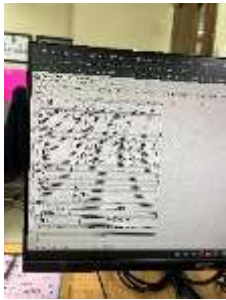
7.		Update room status information based on reports received from Room Attendants and Supervisors.
8.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
9.		Update Lost and Found Records to document items found by housekeeping staff and maintain accurate records of guest belongings.

WEEKLY ACTIVITIES APPRENTICESHIP

Days: Tuesday - Sunday

Date: May 18th - 24th, 2026s

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Armansyah	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information. The worksheet serves as a guide for Room Attendants in performing their daily duties.
2.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.

3.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
4.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.
5.		Prepare Guest Laundry Bills by recording laundry items and calculating the total charges.
6.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.
7.		Update room status information based on reports received from Room Attendants and Supervisors.

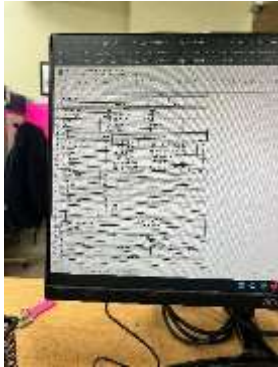
8.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
9.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.

WEEKLY ACTIVITIES APPRENTICESHIP

Days: Tuesday - Sunday

Date: May 25th – 31st, 2026

No	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Armansyah	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

No	ACTIVITIES	DESCRIPTION
1.		Prepare Room Attendant Worksheets containing room assignments and room status information. The worksheet serves as a guide for Room Attendants in performing their daily duties.
2.		Prepare daily allocation for Room Attendants based on room occupancy and operational requirements.

3.		Participate in daily briefing and training conducted by the Housekeeping Department. This activity provides operational updates, work instructions, and important information related to daily housekeeping activities.
4.		Record maintenance requests reported by housekeeping staff and coordinate with the Engineering Department.
5.		Prepare Discrepancy Reports to identify differences in room status between the Housekeeping and Front Office Departments.
6.		Supply amenities and clean the Housekeeping Store to ensure stock availability and maintain a clean and organized storage area for daily housekeeping operations.

7.		Update room status information based on reports received from Room Attendants and Supervisors.
8.		Prepare linen and inventory reports to monitor the availability of housekeeping supplies.
9.		Meet guests and politely invite them to provide reviews regarding their stay experience at the hotel.
10.		Input room inspection results into the HM-GM Report to assist management in monitoring room conditions and housekeeping performance.

11.		Prepare Guest Laundry Bills by recording laundry items and calculating the total charges.
13.		Prepare Store Requisition and Purchase Requisition forms to request housekeeping supplies and guest amenities.

APPENDIX 2: Daily Activities

No.	Tgl. Kegiatan	Pembimbing	Penulis	Topik	Akal
1	Minggu, 31 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
2	Sabtu, 30 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
3	Jumat, 29 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
4	Kamis, 28 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
5	Rabu, 27 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
6	Selasa, 26 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
7	Minggu, 24 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
8	Sabtu, 23 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
9	Jumat, 22 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
10	Kamis, 21 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
11	Rabu, 20 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
12	Selasa, 19 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
13	Minggu, 17 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
14	Sabtu, 16 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
15	Kamis, 14 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
16	Rabu, 13 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
17	Selasa, 12 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
18	Minggu, 10 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
19	Sabtu, 9 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
20	Jumat, 8 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
21	Kamis, 7 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
22	Rabu, 6 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
23	Selasa, 5 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
24	Minggu, 3 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	
25	Sabtu, 2 Mei 2026	1988M22022032004 - Rindila Andika, S.Pd., M.Pd	5203230004 - DINDA NURIZKA	Housekeeping Operations and Administrative Tasks	

77	Selasa, 3 Maret 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
78	Minggu, 1 Maret 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
79	Sabtu, 28 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
80	Jumat, 27 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
81	Kamis, 26 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
82	Rabu, 25 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
83	Selasa, 24 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
84	Minggu, 22 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
85	Sabtu, 21 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
86	Jumat, 20 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
87	Kamis, 19 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
88	Rabu, 18 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
89	Selasa, 17 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
90	Minggu, 15 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
91	Sabtu, 14 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
92	Jumat, 13 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
93	Kamis, 12 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
94	Rabu, 11 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
95	Selasa, 10 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
96	Minggu, 8 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Operations and Administrative Tasks	
97	Sabtu, 7 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Administration, Inventory, and Room Status Management	
98	Jumat, 6 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Administration, Inventory, and Room Status Management	
99	Kamis, 5 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Administration, Inventory, and Staff Coordination	
100	Rabu, 4 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Housekeeping Administration and Reporting	
101	Selasa, 3 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Introduction to Housekeeping Department	
102	Senin, 2 Februari 2026	19881122022032004 - Rindilla Andika, S.Pd, M.Pd	5203230004 - DINDA NURZKA	Company Induction and Hotel Familiarization	

APPENDIX 3: Apprenticeship Acceptance Letter



SURAT KETERANGAN

Sehubungan dengan surat ini, kami bersedia memberikan kesempatan untuk melaksanakan kegiatan Praktek Kerja Lapangan (PKL) kepada mahasiswa dibawah ini:

No	Nama	NIM	Jurusan
1	Dinda Nurizka	5203230004	D-III Bahasa Inggris

Terhitung mulai tanggal **2 Februari 2026** sampai dengan **31 May 2026**, mahasiswa diposisikan di departemen **Housekeeping** sebagai **Order Taker**.

Demikian surat ini kami sampaikan, atas perhatian dan kerjasamanya kami ucapkan terima kasih.

Hormat kami,

Aston Nagoya City Hotel


ASTON
NAGOYA
CITY HOTEL
Armansyah
Housekeeping Supervisor



SURAT KETERANGAN

Schubungan telah berakhirnya kegiatan Praktek Kerja Lapangan di Aston Nagoya City Hotel (ANCH) Batam, menerangkan bahwa:

Nama : Dinda Nurizka
NIM : 52032330004
Prodi : D-III Bahasa Inggris
Jurusan : Bahasa
Universitas : Politeknik Negeri Bengkalis
Waktu Pelaksanaan : 2 Februari 2026 – 31 May 2026

Bahwa nama tersebut telah selesai mengikuti Praktek Kerja Lapangan dengan **BAIK** sejak tanggal mulai 2 Februari 2026 hingga 31 May 2026 di posisi Order Taker, Aston Nagoya City Hotel (ANCH)

Demikian surat ini kami berikan kepada yang bersangkutan untuk dapat digunakan semestinya.

Batam, 08 Juni 2026

Hormat kami,


ASTON NAGOYA
Armanasyah
Housekeeping Supervisor
CITY HOTEL

APPENDIX 4: Certificate Of Internship

ASTON
NAGOYA
CITY HOTEL

CERTIFICATE OF COMPLETION

THIS CERTIFICATE IS PRESENTED TO

DINDA NURIZKA
POLITEKNIK NEGERI BENGKALIS

For having successfully completed the
Training Programme for
Housekeeping
on 02 February - 02 Juni 2026


Leha Andriyani
Guest House Resources Manager


Budi Iman Santoso
Operations Manager


CS
Softmedia Scanner

APPENDIX 5: Evaluation Form

**LEMBAR PENILAIAN MAGANG OLEH INDUSTRI
ASTON NAGOYA CITY HOTEL**

Nama Mahasiswa : Dinda Nurizka
NIM : 5203230004
Program Studi : D3 Bahasa Inggris
Institusi : Politeknik Negeri Bengkalis

No	Aspek yang dinilai	Bobot Persentase	Nilai Diberikan	Nilai Akhir
1.	Kedisiplinan	20%	88	17.6
2.	Pelaksanaan Tanggung jawab	25%	86	21.5
3.	Penyesuaian diri	10%	88	8.8
4.	Hasil kerja	30%	88	26.4
5.	Perilaku secara umum	15%	90	13.5
Total Jumlah (1+2+3+4+5)		100%		87.8

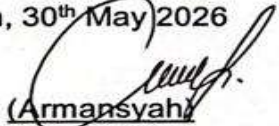
Keterangan:

A : Istimewa (85-100)
B+ : Sangat Baik (75-84)
B : Baik (65-74)
C+ : Cukup Baik (61-64)
C : Cukup (56-60)
D : Kurang (41-55)
E : Sangat Kurang (0-40)

Catatan:

Perlu mempelajari lebih banyak hal lagi dalam hal departement Housekeeping karena tam banyak section yang bisa mlihat seperti Room, Public Area dan kumbar. Akan tetapi dalam sisi administrasi sudah baik dan cukup dihighlightkan lagi saja.

Batam, 30th May 2026


(Armansyah)
(Housekeeping Supervisor)

ASTON
NAGOYA
CITY HOTEL

PERFORMANCE EVALUATION

Evaluation Subject	Average score
1. Job Knowledge	3.61
2. Quantity & Quality of work	3.61
3. Personality & Character	3.61
4. Attendance	3.81
SCORE TOTAL	3.66

(A) : 3.51 - 4.00
(B) : 3.00 - 3.50
(C) : 2.50 - 2.99
(D) : 1.00 - 2.49


Jeffrey S. Naing
Housekeeping Leader

APPENDIX 6: List of Attendance

MANUAL ABSENCE

Name : Dinda Nurizka

Department : Housekeeping

Position : Order - Taker

Period : 03 February – 01 March 2026 (off every Monday)

Name	Week 1					
	03 February	04 February	05 February	06 February	07 February	08 February
Dinda Nurizka						

Name	Week 2					
	10 February	11 February	12 February	13 February	14 February	15 February
Dinda Nurizka						

Name	Week 3					
	17 February	18 February	19 February	20 February	21 February	22 February
Dinda Nurizka						

Name	Week 4					
	24 February	25 February	26 February	27 February	28 February	01 March
Dinda Nurizka						

Housekeeping Supervisor

28 February 2026


Eko Mardiono

MANUAL ABSENCE

Name : Dinda Nurizka
 Department : Housekeeping
 Position : Order - Taker
 Period : 03 March – 29 March 2026 (off every Monday)

Name	Week 1					
	03 March	04 March	05 March	06 March	07 March	08 March
Dinda Nurizka						

Name	Week 2					
	10 March	11 March	12 March	13 March	14 March	15 March
Dinda Nurizka						

Name	Week 3					
	17 March	18 March	19 March	20 March	21 March	22 March
Dinda Nurizka				Sick leave		

Name	Week 4					
	24 March	25 March	26 March	27 March	28 March	29 March
Dinda Nurizka						

Housekeeping Supervisor

29 March 2026


 Eko Mardiono

MANUAL ABSENCE

Name : Dinda Nurizka
 Department : Housekeeping
 Position : Order - Taker
 Period : 31 March – 26 April 2026 (off every Monday)

Name	Week 1					
	31 March	01 April	02 April	03 April	04 April	05 April
Dinda Nurizka						

Name	Week 2					
	07 April	08 April	09 April	10 April	11 April	12 April
Dinda Nurizka						

Name	Week 3					
	14 April	15 April	16 April	17 April	18 April	19 April
Dinda Nurizka						

Name	Week 4					
	21 April	22 April	23 April	24 April	25 April	26 April
Dinda Nurizka						

Housekeeping Supervisor

26 April 2026


 Eko Mardiono

MANUAL ABSENCE

Name : Dinda Nurizka

Department : Housekeeping

Position : Order - Taker

Period : 28 April – 24 May 2026 (off every Monday)

Name	Week 1					
	28 April	29 April	30 April	01 May	02 May	03 May
Dinda Nurizka						

Name	Week 2					
	05 May	06 May	07 May	08 May	09 May	10 May
Dinda Nurizka						

Name	Week 3					
	12 May	13 May	14 May	15 May	16 May	17 May
Dinda Nurizka						

Name	Week 4					
	19 May	20 May	21 May	22 May	23 May	24 May
Dinda Nurizka						

Housekeeping Supervisor

24 May 2026



Eko Mardiono

MANUAL ABSENCE

Name : Dinda Nurizka
Department : Housekeeping
Position : Order - Taker
Period : 26 May– 31 May 2026 (off every Monday)

Name	Week 1					
Dinda Nurizka	26 May	27 May	28 May	29 May	30 May	31 May
						

Housekeeping Supervisor

31 May 2026



EKO MARDIONO

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