APPRENTICESHIP REPORT PT. UNIMEGAH UTAMA RAYA HOTEL UNIGRAHA PT. RIAU ANDALAN PULP AND PAPER PANGKALAN KERINCI – RIAU

DINA MARIANA 5504211036



ENGLISH FOR BUSINESS AND PROFESSIONAL COMMUNICATION STUDY PROGRAM ENGLISH DEPARTMENT STATE POLYTECHNIC OF BENGKALIS BENGKALIS 2024

APPROVAL SHEET

APPROVAL SHEET APPRENTICESHIP REPORT PT RIAU ANDALAN PULP AND PAPER (PT. RAPP) UNIGRAHA HOTEL

Written as one of the conditions for completing Apprenticeship

Dina Mariana 5504211036

Pangkalan Kerinci, November 29th, 2024

General Manager Hotel Unigraha

LINCERAL

Afif Khairing

Advisor

Tengku Kespandiar VIDK: 8943540032

Approved by,

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

1P-198519082019032015

ACCEPTANCE SHEET

ACCEPTANCE SHEET

This is to certify that we have examined the apprenticeship report of **DINA MARIANA Reg. Number 5504211036** who has done the apprenticeship at PT Riau Andalan Pulp and Paper, in APRIL Learning Institute from July 17th to November 30th, 2024. This report is used for partial fulfilment of the State Polytechnic of Bengkalis. This report is complete and satisfactory in all respects, and any all revisions required by the apprenticeship report examine committee has been made.

Pangkalan Kerinci, December 15th, 2024

Accepted by:

Advisor

Tengku Kespandiar, ST., M.M.

NHOK: 8943540032

Approved by,

Head of English English for Business and Professional Communication Study

Program

State Polytechnic of Bengkalis

Fanalisa Elfa, M. Pd

NP: 198510082019032015

ACKNOWLEDGEMENT

Praise gratitude submitted to the God who always gives blessing and for his grace, the activity and reports of this job training could be carried out, completed properly. During the writing process of this report, the author is very grateful to certain parties who involved in giving advice, help and support during the job training. In this occasion, I would like to express my deepest gratitude to:

- 1. Johny Custer, ST, MT as the Director of State Polytechnic of Bengkalis.
- 2. Diah Paramita Sari as Head of Language Department.
- 3. Fanalisa Elfa M.Pd as Head of English for Business and Professional Communication Study Program.
- 4. Arita Destianingsih, M. as the apprenticeship coordinator.
- 5. Tengku Kespandiar, ST., M.M as a Head of Campus Relation of PT. Riau Andalan Pulp and Paper & as an Advisor of this apprenticeship report.
- 6. Sandy Lee, Mr. Alifh Arya Putra and Mr. Rico Marbun as advisor for this apprenticeship.
- 7. All employees of Hotel Unigraha for kind to accept me in Hotel Unigraha.
- 8. All family members, especially my parents, my sister Anjelika, Lidya, Paskah, and also my young brother Doni and Ebi who have given a lot of support, prayers, energy and materials.

I realized in the preparation of this job training report still far from perfect, both in terms of preparation, language, and writing. Therefore, I really expect criticism and suggestions to become a reference for writers in the future. I hope this report is useful for the writers and the readers.

Pangkalan Kerinci, November 26th 2024

Author

Dina Mariana 5404211036

TABLE OF CONTENTS

APPROVAL SHEET	i
ACCEPTANCE SHEET	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	vi
LIST OF TABLES	vii
LIST OF APPENDICES	ix
CHAPTER I	1
INTRODUCTION	1
1.1 Background of the Apprenticeship	
1.2 Purpose of Apprenticeship	2
1.3 Significance of the Apprenticeship	3
1.3.1 Significance for the Apprentice	3
1.3.2 Significance for Politeknik Negeri Bengkalis	3
1.3.3 Significance for the Company	3
CHAPTER II	Δ
2.1 Company History	
2.1.1 Asia Pacific Resources International Limited (APRIL)	
2.1.2 Hotel Unigraha	
2.2. Vision and Mission	8
2.2.1 Vision	8
2.2.2 Mission	8
2.3. Kind of Business	8
2.4 Structur Organization of Hotel Unigraha	9
2.5 Document Used for Activity	15
2.5.1 Hardcopy Documents	15
CHAPTER III	16
3.1 Job Description	
3.1.1 Front Office Department	16
3.1 2 Food Beverage & Services Departement	16

3.1 3 General Manager Officer Departement	17
3.2 Place of Apprenticeship	17
3.3 Kind and Description of the Actitity	17
3.4 System and Procedures	35
3.4.1 Front Office Department	35
CHAPTER IV	47
4.1 Conclusion	47
4.2 Suggestion	47
REFERENCES	48

LIST OF FIGURES

Figure 2.1 A Path to Prosperity	4
Figure 2.2 Showing the Seeds of Sustainable Forestry	5
Figure 2.3 Growth and Recognition	6
Figure 2.5. Product Type PT. RAPP	8
Figure 2.6 Hotel Unigraha Organizational Structure	9
Figure 3.1. Welcoming Guest	6
Figure 3.2. Answering Phone Calls	7
Figure 3.3. Serving Guest	8
Figure 3.4. Filling Document	8
Figure 3.5. Completing Registration	9
Figure 3.6. Helping Closing Cashier	0
Figure 3.7. Greeter	0
Figure 3.8. Taking Order	-1
Figure 3.9. Closing Cashier	-2
Figure 3.10. Checking Inventory	.3
Figure 3.11. Daily Revenue Report	4
Figure 3.12. Mill Office	-5
Figure 3.13. Expense Claim	-5
Figure 3.13. Checking buffet4	6

LIST OF TABLES

Table 3.1 Daily Activities of July 17 th to November 20 th 2024	. 18
Table 3.2 Daily Activities of July 22 th to November 27 th 2024	. 18
Table 3.3 Daily Activities of July 29 th to August, 3 rd 2024	. 18
Table 3.4 Daily Activities of August 5 th to August, 10 th 2024	. 19
Table 3.5 Daily Activities of August 12 th to August 17 th 2024	. 20
Table 3.6 Daily Activities of August 19 th to August 24 th 2024	. 21
Table 3.7 Daily Activities of August 26 th to August 31 th 2024	. 22
Table 3.8 Daily Activities of September 2 th to September 7 th 2024	. 24
Table 3.9 Daily Activities of September 9 th to September 14 th 2024	. 25
Table 3.10 Daily Activities of September 16 th to September 21 th 2024	. 26
Table 3.11 Daily Activities of September 23 th to September 28 th 2024	. 28
Table 3.12 Daily Activities of September 30 th to October 5 th 2024	. 29
Table 3.13Daily Activities of October 7 th to October 12 nd 2024	. 30
Table 3.14 Daily Activities of October 14 th to October 19 th 2024	. 30
Table 3.15 Activities of October 21 th to October 26 th 2024	. 31
Table 3.16 Activities of October 28 th to November nd 2024	. 32
Table 3.17 Activities of November 4 th to November 9 th 2024	. 32
Table 3.18 Activities of November 11st to November 16th 2024	. 33
Table 3.19 Activities of November 18 th to November 23 th 2024	. 34
Table 3.20 Activities of November 25 th to November 30 th 2024	. 34

LIST OF APPENDICES

APPENDICES	49
Appendix 1: Certificated of Internship	49
Appendix 2 Evaluation Form	50
Appendix 3. List of Attendance	51
Appendix 4. Daily activities Apprenticeship	57
Appendix 5. Daily Activities from Loogbook Siakad State Politechnic of	
Bengkalis	127