

APPRENTICESHIP REPORT
ASTON NAGOYA CITY HOTEL (ANCH)
FRONT OFFICE DEPARTMENT (FO)
BATAM – RIAU ISLAND

MUHAMMAD ZAMANI

Reg. Number : 5504211035



ENGLISH FOR BUSINESS AND PROFESSIONAL COMMUNICATION
LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
BENGKALIS - RIAU
2024/2025

APPROVAL SHEET

APPRENTICESHIP REPORT ASTON NAGOYA CITY HOTEL (ANCH) FRONT OFFICE DEPARTMENT (FO)

Written as one of the conditions for completing Apprenticeship

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Bengkalis, January 18th, 2025

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ACCEPTANCE SHEET

This is to certify that we have examined the apprenticeship report of **Muhammad Zamani, Reg Number 5504211035** who did the apprenticeship at Aston Nagoya City Hotel Batam, started from September 17th, 2024 to January 13th, 2025. 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, January 18th, 2025

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Bengkalis, January 18th, 2025



Muhammad Zamani

Reg. Number 5504211035

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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.

After the students of State Polytechnic of Bengkalis have finished at least six semesters and graduated in full, they begin this apprenticeship. The duration of this apprenticeship is four months. According to the aforementioned, the author must complete 4 (four) months of practical work as a student in the English for Business and Professional Communication Study Program.

For choosing the Aston Nagoya City Hotel in Batam as the location for an apprenticeship program for students enrolled in the English for Business and Professional Communication study program provides numerous benefits, particularly in terms of strategic location, modern facilities, professional environment, and alignment with the needs of students pursuing careers in business communication. Batam, located just a short boat trip from Singapore, has developed into an important industrial place, particularly in manufacturing, trade, and services. Aston Nagoya City Hotel, located in the center of Batam'

commercial sector, offers an ideal venue for students to learn about the dynamics of a professional, international business environment..

Apprenticeship programs at the Aston Nagoya City Hotel can offer author practical opportunities to work in various departments, such as Front Desk Agents. These areas of the hotel business require strong interpersonal and communication skills, as employees must frequently engage with Guests, Address inquiries, and Resolve issues. For students in the English for Business and Professional Communication program, the chance to practice professional communication in these scenarios will be invaluable for building confidence and fluency in business settings.

Start from September 17th, 2024 to January 13th, 2025. The author completed an internship program. The author was placed in the Front Office Department as Front Desk Agent.

1.2 Purposes of the Apprenticeship

The purpose of the implementation of practical work activities for students of the State Polytechnic of Bengkalis:

1. Increasing knowledge of the world of hospitality and the ability to communicate with others.
2. Knowing the work procedures at Front Office in serving guests and how to get excellent services.
3. To gain practical experience using Communication tools and technologies as Front Desk Agent at Aston Nagoya City Hotel.

1.3 Significances of the Apprenticeship

In this Part, three kind of significance aspects will be explained, such as: significance for the Apprentice, significance for State Polytechnic of Bengkalis and significance for the company.

1.3.1 For Students (Apprentices)

Through this program, apprenticeship at the Aston Nagoya City Hotel offers an enriching, multifaceted learning experience for author in the English for Business and Professional Communication study program. such as interpersonal communication, problem-solving, cultural awareness, and professional etiquette. By

immersing themselves in a real-world hospitality environment, the author will not only deepen his understanding of how business communication functions in the hospitality industry but also gain transferable skills that are crucial for success in any business context.

1.3.2 For State Polytechnic of Bengkalis

Apprenticeship assists Polytechnic in preparing the best quality of graduates and preparation for the workforce. The apprenticeship thus helps the Polytechnic develop and implement the curriculum and to introduce State Polytechnic of Bengkalis to every kind of Business Brands and company.

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](http://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 1. Aston Nagoya City Hotel Building

2.2 Company Logos

ARCHIPELAGO
HOTELS • RESORTS • SOLUTIONS

Figure 2. Archipelago



Figure 3. Aston Nagoya City Hotel

2.3 Vision and Mission

2.3.1 Vision

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

2.3.2 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 Kind of Business

Aston Nagoya City Hotel brings modern comfort with a range of excellent facilities, including Restaurant that serves delectable dishes, Meeting rooms ideal for business needs, and cozy lounge to relax in. each rooms is equipped with advanced technology such as Google Nest and Smart TV, providing a practical and connected stay.

2.4.1 Products and services

RESTAURANT

Shiso Restaurant



MEETING ROOMS

Edelweiss



Magnolia



Lavender



Jasmine








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

Figure 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 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.

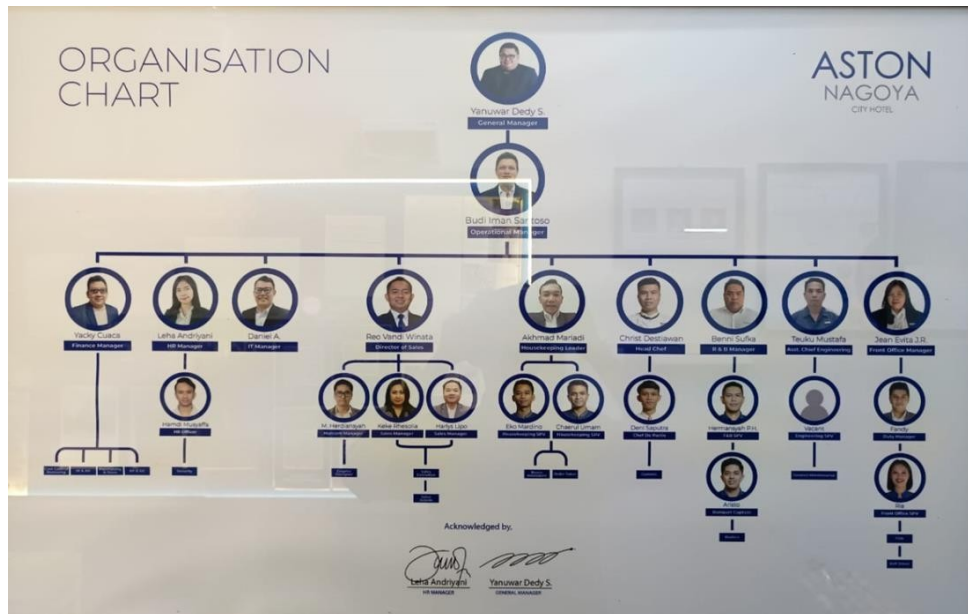


Figure 6. Organization Structure of Aston Nagoya City Hotel

2.6 The Working Process

“We work to the highest ethical and professional standards”, For each department in the hotel, they have their own main focus but share the same goals. The Front Office Department focuses on several key areas, Reservations, Check- In Process, In-House, Check-Out Process and Guests Reviews, which are an integral part of its operational framework.

1. Reservations

- Guest Reservation and Registration data must be completed and free of mis-types.
- Know Room Rates and Hotel Facilities.
- Always update information for current Events and Promotions
- Never separate room blocking for groups or family.

- Always ask for Room preferences for guests such as Smoking or No-Smoking rooms etc.
- Be alert to Bed Type requested by guests
- Collect guest email addresses to get the Pre-Check In registration.
- Input the data immediately once received from the registered guests.
- Managing Customer Demand.

2. Check-in Process

- All guests entering the hotel need to be greeted warmly.
- Greet guests with the Archipelago Greeting Standard.
- Ask guests whether they have already made a reservation, before starting the check-in process to minimize duplicate profiles.
- Keep Eye-Contact and positive Body Language when talking with guests.
- Try up-selling for walk-in guests.
- Do payments.
- Never mention the guest Room Number and the Room Rate, this can be heard by anyone nearby.
- Always greet guests who are waiting to be served, when busy just smile and nod to new guests.
- Always explain the Room Facilities whenever you escort the guest to the room - also explain the emergency evacuation routes.
- The Key-Card Jacket / Holder must include.

3. In-House

- Never argue with the guests.
- Be flexible to anticipate guest requests, never start with “no” or “cannot”.
- Security and Guest Safety.
- Always accompany the guest when they ask for directions to certain outlets within the hotel, never direct them by pointing your finger.
- Know the Guest Names.

4. Check-out Process

- Ensure all Bills are put into the docket on a daily basis.

- Print the guest Invoice to be checked by guests upon check out and verify method of payment before being settled.
- Check out procedures must not exceed 10 minutes and ensure the room is checked out from the system.
- Never delay / postpone Check-Out room in the system.

5. Guests Reviews

- Personalize your responses to the guest reviews on “Guest Feedback in Archipelago Membership”, - research the issue before responding.
- Understand Review Pro to prioritize operational and service enhancements to deliver better guest experiences and exceed expectations.
- A higher number of ratings will boost your position and ranking on both search engines and review sites.
- Make sure all staff know that you would like to encourage reviews, and tailor an approach that you think best suits your hotel’s goals.

2.7 Document Used for activity

During the internship at Aston Nagoya City Hotel in the Front Office Department as Front Desk Agent, various tabs for Guest activities. These tabs play a crucial role in ensuring efficient Services.

Below is an over view of the key tabs used in the department:

1. Reservations

The Guests has made a reservation for their stay, which includes the requested dates, room preferences, and any special request. The reservation is confirmed, with all necessary details documented to ensure a smooth and pleasant experience during their visit.

New Reservation

RECENTLY ACCESSED ACTIONS ROOMS REVENUE DEPOSIT OTHERS

Basic Information Guest List Rates Comments Invoice Point of Sale Others

Year: 2025 Code: PERSONAL Breakdown: Army/Code: PERSONAL

Group Name: Note

Primary Guest Name: Room Type Invoice: Room Type Use: Board: Bed Type: Is Smoking: Room Number:

Arrival Date: 2025-01-17 Time: 12:00

Departure Date: 2025-01-18 Time: 12:00

Room Type: 12:00

Room Type Use: 12:00

Board: 12:00

Bed Type: 12:00

Is Smoking: 12:00

Room Number: 12:00

Cancel Save

Figure 7. Guest Reservation tabs

2. Check-In

Check-in is the process of registering at the hotel when guests arrive. During check-in, guests provide their personal information, confirm their reservation, and receive their room key or access card. This process typically involves verifying identification, completing any required paperwork, and making payment if it hasn't do payment. Hotel check-in usually happens at the Front desk and marks the beginning of guests stay.

ASTON NAGOYA WELCOME - SELAMAT DATANG

NAME: Zamani	DEPARTURE DATE: 2025-01-18	NO OF GUEST: 2
ARRIVAL DATE: 2025-01-17	ETA: 12:00	MEMBERSHIP NUMBER:
HOME ADDRESS:	EMAIL:	
PASSPORT / ID CARD NO:	NATIONALITY: Indonesia	BIRTHDATE:
MOBILE NO:	PAYMENT METHOD:	

PLEASE NOTES:

1. Check-in time starts at 2pm and Check-out time is 12 noon.
2. Please return the keycard to the front desk upon your departure.
3. A room safe is provided - the hotel will not accept any liability for valuables left in your room.
4. The hotel will not be responsible for any accidents or injuries to guests.
5. The hotel reserves the right to assign fees for damages to this room in accordance with its policies.
6. Cash payments or deposits can only be accepted in Indonesian Rupiah.
7. There is an IDR 2.000.000 penalty for any guest found bringing Durian, smoking or vaping in a non-smoking room.
8. Any signature is sufficient authorization for the hotel to use any registered credit card for the payment of any account.
9. I agree to receive emails from AstonNagoya International regarding my stay experience and exclusive benefits.

Our hotels support government programs to prevent illegal and immoral acts that violates Indonesia laws. Lawbreakers will be reported.

GUEST SIGNATURE

ROOM NUMBER: 716 BOOKING SOURCE: SALES ROOM RATE: COMPRB

ROOM TYPE: DELUXE PURPOSE OF STAY: DEPOSIT: 0

Checked in by: Desy Mustika Putri Escorted by: AGENCY: ASTON NAGOYA CITY HOTEL

Komplek Nagoya Thamrin City, Jl. Imam Bonjol, Lubuk Baja Kota, Kec. Lubuk Baja, Kota Batam, Kepulauan Riau 29444 Batam 29444 Indonesia
T: +62 778 2102888 E: batam@astonhotelsinternational.com

Figure 8. Check-In Registration tabs

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 September 17th, 2024 to January 13th, 2025, at Aston Nagoya City Hotel in the Front Office Department as Front Desk Agent. 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	12.00 – 12.30

The following are the details of the tasks that the author performed during the internship:

There were several jobs given in the Front Office Department (FO):

- Guests Check-in and Check-out
- Making Reservations
- Guest Services
- Lobby Greater
- Bellboy

3.2 Place of Apprenticeship

The apprenticeship was started from September 17th 2024 until January 13th 2025. At Aston Nagoya City Hotel (ANCH) in Front Office Department (FO), 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.

Front Office department, the procedure is to ensure a smooth efficient process for guests during check-in and check-out, enhancing customer satisfaction.

The following are the main systems and procedures implemented:

3.3.1 Check-In, Guest Arrival

Greet guests warmly at the entrance or lobby, confirm reservation via the guests booking reference or identification.

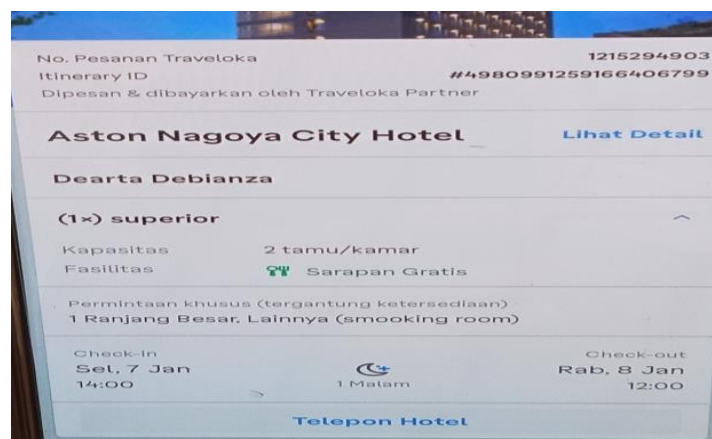


Figure 11. Guest Booking

3.3.2 Verify Identification

Ask for Guest ID cards, for verification and pre-authorization of payment.



Figure 12. Guest ID

3.3.3 Room Assignment

Check room availability and assign a room according to guest preferences and also provide room key and inform guests for hotel amenities (breakfast time, in-room communication tools and check-out time).

144.25.792LTL4R.

	Bed Type	Status	Title ↑	Guest Name
518	TWIN BEDS		Bpk	John ██████████tak

Figure 13. Guest Room

3.3.4 Guest Information

Record guest details in the Property System Management (PMS Sentec) and ask for any special requests (extra-bed, wake-up call, late check-out request and take-away breakfast).

Details

Name : [REDACTED]
 Email : [REDACTED]
 Phone : [REDACTED]
 Membership ID : [REDACTED]
 Booking Confirmation ID : [REDACTED]
 Check-in : 16 Jan 2025
 Check-out : 18 Jan 2025
 Room : 1
 Type : guest-registration

☒ There is a 2 million Rupiah penalty for any guest found smoking or vaping in a non-smoking room

☒ By submitting this registration form, I have confirmed that all of the information provided above is true and correct.

**PROVINSI BANTEN
KOTA TANGERANG**

NIK : [REDACTED]
 Nama : [REDACTED]
 Tempat/Tgl Lahir : [REDACTED]
 Jenis kelamin : [REDACTED]
 Agama : [REDACTED]
 RT/RW : [REDACTED]
 Kel/Desa : [REDACTED]
 Kecamatan : [REDACTED]
 Agama : [REDACTED]
 Status Perkawinan : [REDACTED]
 Pekerjaan : [REDACTED]
 Kewarganegaraan : [REDACTED]
 Berlaku Hingga : [REDACTED]

[REDACTED PHOTO]

Figure 14. Guest Detail

3.3.5 Check-In Confirmation

Hand over a copy of the guest registration and provide any necessary directions (elevator, restaurant location).



Figure 15. Check-In Confirmation

3.3.6 Check-Out, Guest Notification

Send reminder of the check-out time a day before departure.



Figure 16. Reminding Guest

3.3.7 Review Bill

Confirm any charges, including room rate, additional services (mini-bar, laundry, late check-out, in-room spots).

ASTON NAGOYA
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PROFORMA INVOICE
Proforma No. : RPO24003010
Type : Summary
Proforma Date : 19 Dec 2024
Printed At : 19 Dec 2024 16:52
Printed By : Kriadanny Lim
Res Code : BVVUY7GU.1
Page Of : 1 / 1

Beni Saputra **PERSONAL**

Room No :
Adult : 2

Arrival Date : 20-Dec-2024
Departure Date : 21-Dec-2024

Date	Description	Total Amount
20-12-2024	ROOM CHARGE	1,028,599.00
	Total	1,028,599.00

Figure 17. Guest Charge

3.3.8 Payment Process

Process the final payment, either via credit card or cash and issue receipt and thanks the guest for their stay.



Figure 18. Guest Payment

3.3.9 Room Inspection

Inspect the room after the guest departs for any damages or lost items.

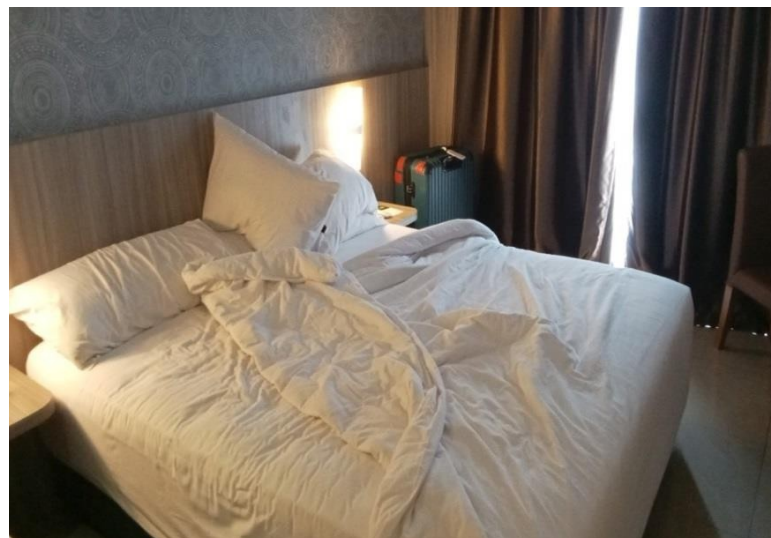


Figure 19. Room Inspection

3.4 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 September 17th, 2024 to 23rd, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, September 17 th , 2024	Department Introduction	FO Manager
2	Wednesday, September 18 th , 2024	Signing of internship agreement	FO Manager
3	Thursday, September 19 th , 2024	Lobby Greeter	FO Manager
4	Friday, September 20 th , 2024	Lobby Greeter	FO Manager
5	Saturday, September 21 st , 2024	Lobby Greeter	FO Manager
6	Sunday, September 22 nd , 2024	Lobby Greeter	FO Manager
7	Monday, September 23 rd , 2024	Day Off	FO Manager

Table 3. Daily Activities Report Week 2 from September 24th, 2024, to 30th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, September 24 th , 2024	Lobby Greeter	FO Manager
2	Wednesday, September 25 th , 2024	Lobby Greeter	FO Manager
3	Thursday, September 26 th , 2024	Lobby Greeter	FO Manager
	Friday, September 27 th , 2024	Lobby Greeter	FO Manager
5	Saturday, September 28 th , 2024	Lobby Greeter	FO Manager
6	Sunday, September 29 th , 2024	Lobby Greeter	FO Manager
7	Monday, September 30 th , 2024	Day Off	FO Manager

Table 4. Daily Activities Report Week 3 from October 01st, 2024, to 07th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, October 01 st , 2024	Lobby Greeter	FO Supervisor

2	Wednesday, October 02 nd , 2024	Lobby Greeter	FO Supervisor
3	Thursday, October 03 rd , 2024	Lobby Greeter	FO Supervisor
4	Friday, October 04 th , 2024	Lobby Greeter	FO Supervisor
5	Saturday, October 05 th , 2024	Lobby Greeter	FO Supervisor
6	Sunday, October 06 th , 2024	Lobby Greeter	FO Supervisor
7	Monday, October 07 th , 2024	Day Off	FO Supervisor

Table 5. Daily Activities Report Week 4 from October 08th, 2024, to 14th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, October 8 th , 2024	Lobby Greeter	FO Supervisor
2	Wednesday, October 9 th , 2024	Lobby Greeter	FO Supervisor
3	Thursday, October 10 th , 2024	Lobby Greeter	FO Supervisor
4	Friday, October 11 th , 2024	Lobby Greeter	FO Supervisor
5	Saturday, October 12 th , 2024	Lobby Greeter	FO Supervisor
6	Sunday, October 13 th , 2024	Lobby Greeter	FO Supervisor
7	Monday, October 14 th , 2024	Day Off	FO Supervisor

Table 6. Daily Activities Report Week 5 from October 15th, 2024, to 21st, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, October 15 th , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, October 16 th , 2024	Front Desk Agent	FO Supervisor
3	Thursday, October 17 th , 2024	Sick Leave	FO Supervisor
4	Friday, October 18 th , 2024	Front Desk Agent	FO Supervisor
5	Saturday, October 19 th , 2024	Front Desk Agent	FO Supervisor
6	Sunday, October 20 th , 2024	Front Desk Agent	FO Supervisor
7	Monday, October 21 st , 2024	Day Off	FO Supervisor

Table 7. Daily Activities Report Week 6 from October 22nd, 2024, to 28th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, October 22 nd , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, October 23 rd , 2024	Front Desk Agent	FO Supervisor
3	Thursday, October 24 th , 2024	Front Desk Agent	FO Supervisor
4	Friday, October 25 th , 2024	Front Desk Agent	FO Supervisor
5	Saturday, October 26 th , 2024	Front Desk Agent	FO Supervisor
6	Sunday, October 27 th , 2024	Front Desk Agent	FO Supervisor
7	Monday, October 28 th , 2024	Day Off	FO Supervisor

Table 8. Daily Activities Report Week 7 October 29th, 2024, to November 04th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, October 29 th , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, October 30 th , 2024	Front Desk Agent	FO Supervisor
3	Thursday, October 31 th , 2024	Front Desk Agent	FO Supervisor
4	Friday, November 01 st , 2024	Front Desk Agent	FO Supervisor
5	Saturday, November 02 nd , 2024	Front Desk Agent	FO Supervisor
6	Sunday, November 03 rd , 2024	Front Desk Agent	FO Supervisor
7	Monday, November 04 th , 2024	Day Off	FO Supervisor

Table 9. Daily Activities Report Week 8 from November 05th, 2024, to 11th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, November 05 th , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, November 06 th , 2024	Front Desk Agent	FO Supervisor
3	Thursday, November 07 th , 2024	Front Desk Agent	FO Supervisor
4	Friday, November 08 th , 2024	Front Desk Agent	FO Supervisor

5	Saturday, November 9 th , 2024	Front Desk Agent	FO Supervisor
6	Sunday, November 10 th , 2024	Front Desk Agent	FO Supervisor
7	Monday, November 11 th , 2024	Day Off	FO Supervisor

Table 10. Daily Activities Report Week 9 from October 12th, 2024, to 18th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, November 12 th , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, November 13 th , 2024	Front Desk Agent	FO Supervisor
3	Thursday, November 14 th , 2024	Front Desk Agent	FO Supervisor
4	Friday, November 15 th , 2024	Front Desk Agent	FO Supervisor
5	Saturday, November 16 th , 2024	Front Desk Agent	FO Supervisor
6	Sunday, November 17 th , 2024	Front Desk Agent	FO Supervisor
7	Monday, November 18 th , 2024	Day Off	FO Supervisor

Table 11. Daily Activities Report Week 10 from November 19th, 2024, to 25th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, November 19 th , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, November 20 th , 2024	Front Desk Agent	FO Supervisor
3	Thursday, November 21 st , 2024	Front Desk Agent	FO Supervisor
4	Friday, November 22 nd , 2024	Front Desk Agent	FO Supervisor
5	Saturday, November 23 rd , 2024	Front Desk Agent	FO Supervisor
6	Sunday, November 24 th , 2024	Front Desk Agent	FO Supervisor
7	Monday, November 25 th , 2024	Day Off	FO Supervisor

Table 12. Daily Activities Report Week 11 from November 26th, 2024, to December 02nd, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, November 26 th , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, November 27 th , 2024	Front Desk Agent	FO Supervisor
3	Thursday, November 28 th , 2024	Front Desk Agent	FO Supervisor
4	Friday, November 29 th , 2024	Front Desk Agent	FO Supervisor
5	Saturday, November 30 th , 2024	Front Desk Agent	FO Supervisor
6	Sunday, December 01 st , 2024	Front Desk Agent	FO Supervisor
7	Monday, December 02 nd , 2024	Day Off	FO Supervisor

Table 13. Daily Activities Report Week 12 from December 03rd, 2024, to 09th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, December 03 rd , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, December 04 th , 2024	Front Desk Agent	FO Supervisor
3	Thursday, December 05 th , 2024	Front Desk Agent	FO Supervisor
4	Friday, December 06 th , 2024	Front Desk Agent	FO Supervisor
5	Saturday, December 07 th , 2024	Front Desk Agent	FO Supervisor
6	Sunday, December 08 th , 2024	Front Desk Agent	FO Supervisor
7	Monday, December 09 th , 2024	Day Off	FO Supervisor

Table 14. Daily Activities Report Week 13 from December 10th, 2024, to 16th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, December 10 th , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, December 11 th , 2024	Front Desk Agent	FO Supervisor
3	Thursday, December 12 th , 2024	Front Desk Agent	FO Supervisor

4	Friday, December 13 th , 2024	Front Desk Agent	FO Supervisor
5	Saturday, December 14 th , 2024	Front Desk Agent	FO Supervisor
6	Sunday, December 15 th , 2024	Front Desk Agent	FO Supervisor
7	Monday, December 16 th , 2024	Day Off	FO Supervisor

Table 15. Daily Activities Report Week 14 from December 17th, 2024, to 23rd, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, December 17 th , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, December 18 th , 2024	Front Desk Agent	FO Supervisor
3	Thursday, December 19 th , 2024	Front Desk Agent	FO Supervisor
4	Friday, December 20 th , 2024	Front Desk Agent	FO Supervisor
5	Saturday, December 21 st , 2024	Front Desk Agent	FO Supervisor
6	Sunday, December 22 nd , 2024	Front Desk Agent	FO Supervisor
7	Monday, December 23 rd , 2024	Day Off	FO Supervisor

Table 16. Daily Activities Report Week 15 from December 24th, 2024, to 30th, 2024

No	Day/Date	Activity	Assignor
1	Tuesday, December 24 th , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, December 25 th , 2024	Front Desk Agent	FO Supervisor
3	Thursday, December 26 th , 2024	Front Desk Agent	FO Supervisor
4	Friday, December 27 th , 2024	Front Desk Agent	FO Supervisor
5	Saturday, December 28 th , 2024	Front Desk Agent	FO Supervisor
6	Sunday, December 29 th , 2024	Front Desk Agent	FO Supervisor
7	Monday, December 30 th , 2024	Day Off	FO Supervisor

Table 17. Daily Activities Report Week 16 from December 31th, 2024, to January 06th, 2025

No	Day/Date	Activity	Assignor
1	Tuesday, December 31 th , 2024	Front Desk Agent	FO Supervisor
2	Wednesday, January 01 st , 2025	Front Desk Agent	FO Supervisor
3	Thursday, January 02 nd , 2025	Front Desk Agent	FO Supervisor
4	Friday, January 03 rd , 2025	Front Desk Agent	FO Supervisor
5	Saturday, January 04 th , 2025	Front Desk Agent	FO Supervisor
6	Sunday, January 05 th , 2025	Front Desk Agent	FO Supervisor
7	Monday January 06 th , 2025	Day Off	FO Supervisor

Table 18. Daily Activities Report Week 17 from January 07th, 2025 to 13th, 2025

No	Day/Date	Activity	Assignor
1	Tuesday, January 07 th , 2025	Front Desk Agent	FO Supervisor
2	Wednesday, January 08 th , 2025	Front Desk Agent	FO Supervisor
3	Thursday, January 09 th , 2025	Front Desk Agent	FO Supervisor
4	Friday, January 10 th , 2025	Front Desk Agent	FO Supervisor
5	Saturday, January 11 th , 2025	Front Desk Agent	FO Supervisor
6	Sunday, January 12 th , 2025	Front Desk Agent	FO Supervisor
7	Monday, January 13 th , 2025	Last Day	-

CHAPTER IV CONCLUSION AND SUGGESTION

4.1 Conclusion

In conclusion, at Aston Nagoya City Hotel the author has been enriching and valuable experience. The author have gained a deeper understanding of the hospitality industry and the critical role the front desk plays in delivering exceptional guest service. The hands-on experience that author received in managing guests check-ins, reservations, and inquiries has allowed author to develop essential skills in customer service, communication, and problem solving which are pivotal for success in this industry.

Working with a diverse team of professionals has enhanced the author teamwork and collaboration skills. The hotel fast-paced environment taught author to remain composed under pressure and adapt quickly to changing situations. The author also learned how to handle challenging quest interactions with patience and professionalism, ensuring that each guests experience was positive and memorable. The mentorship provided by senior staff was instrumental in shaping the author knowledge of hotel operations and guest service standards.

This apprenticeship has reinforced the importance of attention to details, as the quality of service provided at the Front Desk directly impacts the overall guest satisfaction. The author has learn the significance of maintaining accurate records, managing bookings efficiently, and anticipating guest needs to ensure smooth operations. The author more proficient with the department task for a Front Desk Agent.

The apprenticeship has been an invaluable step in author career development. It has provided author with the practical skills and experience

required to thrive in the hospitality sector, particularly in a Front Desk Role. The author has now better equipped to contribute to the smooth operation of a hotel and deliver high quality service to guests. This experience has solidified author passion in the hospitality industry, and possible to continue a career in this dynamic and rewarding field.

4.2 Suggestion

Based on the results of the research and analysis that has been carried out, it is recommended that Aston Nagoya City Hotel to find more areas for potential improvement that could further enhance the experience and ensure continued success for both the apprentices and the hotel. One key suggestion would be to implement more structured training programs for new apprentices. While the hands on experience was invaluable, having a more detail onboarding process with specific training modules on hotel management systems, customer service best practices and the hotels operational standards could help apprentices transition more smoothly into their roles. This could be supplemented with regular feedback sessions, allowing apprentices to track their progress and identify for improvement in real time.

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APPENDICES





APPENDIX 1: Weekly Apprenticeship Activities

Days : Tuesday - Sunday

Date : September 17th - 22nd, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Get introduced to the work environment, understand the flow of front office operations, and start performing basic tasks with the guidance of Manager and Supervisor.
2.		Provide a warm and professional welcome to all guests entering the lobby area, creating a positive first impression and helping to direct guests according to their needs.

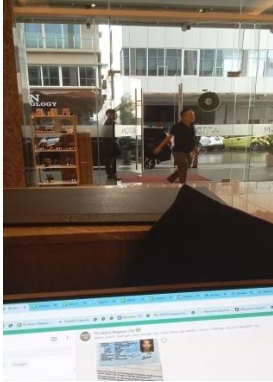

3.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.
4.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
5.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay
6.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.





WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : September 24th – 29th, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Responsible for welcoming and serving guests during check-in and check-out, guest requests and complaint, and providing information about hotel facilities.
2.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.



3.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.
4.		.Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.
5.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay
6.		The fruit basket ordering service is convenient amenity for quests to enjoy sweet threats during their stay.





WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : October 01st - 06th, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
2.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.


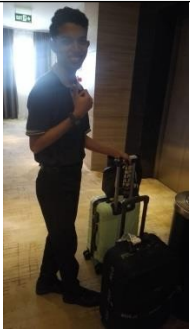
3.		Reminding guests for their departure time.
4.		The fruit basket ordering service is convenient amenity for guests to enjoy sweet treats during their stay.
5.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.
6.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay





WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : October 08th - 13th, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Responsible for welcoming and serving guests during check-in and check-out, guest requests and complaint, and providing information about hotel facilities.
2.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.



3.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay
4.		The fruit basket ordering service is convenient amenity for quests to enjoy sweet threats during their stay.
5.		Reminding guests for their departure time.
6.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.




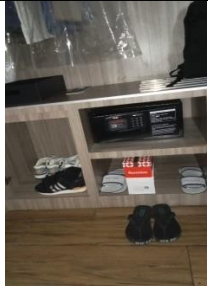
WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : October 15th - 20th, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Responsible for welcoming and serving guests during check-in and check-out, guest requests and complaint, and providing information about hotel facilities.
2.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.



3.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.
4.		The fruit basket ordering service is convenient amenity for guests to enjoy sweet treats during their stay.
5.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.
6.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay





WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : October 22nd - 27th, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
2.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.


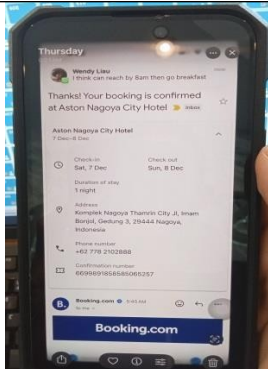
3.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay
4.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.
5.		The sliced fruit ordering service is convenient amenity for quests to enjoy sweet threats during their stay.
6.		Daily briefing covering mass check-in for a convention group, special requests, breakfast schedule changes, and a management inspection.





WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : November 29th – 03rd, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		The safe deposit box service to secure guests items.
2.		Responsible for welcoming and serving guests during check-in and check-out, guest requests and complaint, and providing information about hotel facilities.



3.		The lost and found service to help guests locate items that have been lost or left behind during their stay.
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.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.





WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : November 05th – 10th, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Responsible for welcoming and serving guests during check-in and check-out, guest requests and complaint, and providing information about hotel facilities.
2.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.



3.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
4.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.
5.		The fruit basket ordering service is convenient amenity for guests to enjoy sweet treats during their stay.
6.		Reminding guests for their departure time.





WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : November 12th - 17th, 2024

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

No	SHOP DARWING	DESCRIPTION
1.		Responsible for welcoming and serving guests during check-in and check-out, guest requests and complaint, and providing information about hotel facilities.
2.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.



3.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay
4.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
5.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest..
6.		Checking for non-edited guest detail.





WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : November 19th - 24th, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Responsible for welcoming and serving guests during check-in and check-out, guest requests and complaint, and providing information about hotel facilities.
2.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.




3.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
4.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.
5.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay
6.		Luggage transfer service to transferring their belongings from one room to another room.

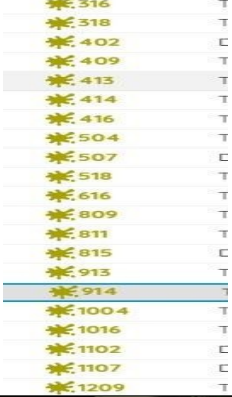
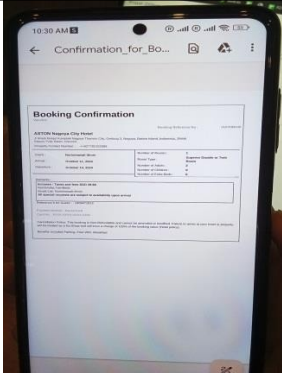
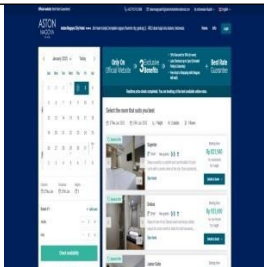
WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday – Sunday

Date : November 26th - December 01st, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
2.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.
3.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay



4.		Reminding guests for their departure time.
5.		Checking for the guest booking.
6.		Checking for daily room prices.





WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : December 03rd – 08th, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Checking for the guest booking.
2.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.



3.		Luggage transfer service to transferring their belongings from one room to another room.
4.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay
5.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
6.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.


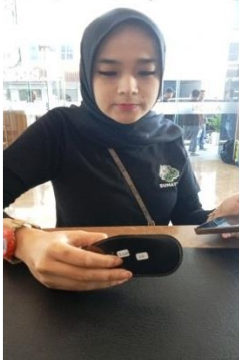

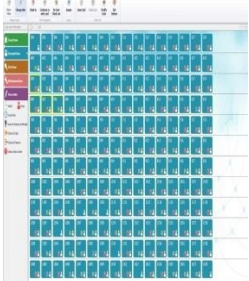
WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : December 10th – 15th, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
2.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay



3.		The Fruit basket ordering service is convenient amenity for quests to enjoy sweet threats during their stay.
4.		The lost and found service to help guests locate items that have been lost or left behind during their stay.
5.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.
6.		Create or delete key-card number.

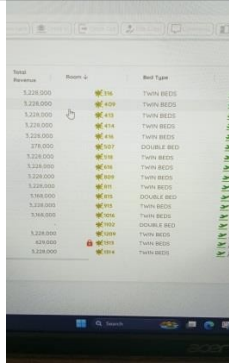



WEEKLY APPRENTICESHIP ACTIVITIES

Days : Tuesday - Sunday

Date : December 17th – 22nd, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay..
2.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.



3.		Reminding guests for their departure time.
4.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay
5.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.
6.		The daily training to ensure that hotels staff are knowledgeable, skilled, and equipped to provide excellent service to guests.




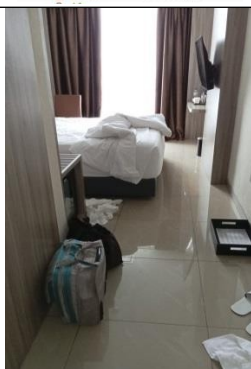
WEEKLY ACTIVITIES APPRENTICESHIP

Days : Tuesday - Sunday

Date : December 24th – 29th, 2024

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

No	ACTIVITIES	DESCRIPTION
1.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.
2.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.



3.		Room inspection before guest occupancy involves a thorough check to ensure the room is clean, tidy, and meets hotel standard.																																												
4.		Provide a fast, safe, and courteous retrieval service to support guests comfort during their stay																																												
5.	 <table><thead><tr><th>Room</th><th>Bed Type</th></tr></thead><tbody><tr><td>500</td><td>TWIN BEDS</td></tr><tr><td>518</td><td>TWIN BEDS</td></tr><tr><td>400</td><td>TWIN BEDS</td></tr><tr><td>402</td><td>DOUBLE BED</td></tr><tr><td>406</td><td>DOUBLE BED</td></tr><tr><td>408</td><td>DOUBLE BED</td></tr><tr><td>412</td><td>DOUBLE BED</td></tr><tr><td>606</td><td>DOUBLE BED</td></tr><tr><td>609</td><td>TWIN BEDS</td></tr><tr><td>612</td><td>DOUBLE BED</td></tr><tr><td>613</td><td>TWIN BEDS</td></tr><tr><td>614</td><td>TWIN BEDS</td></tr><tr><td>618</td><td>TWIN BEDS</td></tr><tr><td>808</td><td>DOUBLE BED</td></tr><tr><td>813</td><td>TWIN BEDS</td></tr><tr><td>815</td><td>DOUBLE BED</td></tr><tr><td>1102</td><td>DOUBLE BED</td></tr><tr><td>1108</td><td>DOUBLE BED</td></tr><tr><td>1114</td><td>TWIN BEDS</td></tr><tr><td>1118</td><td>TWIN BEDS</td></tr><tr><td>1210</td><td>DOUBLE BED</td></tr></tbody></table>	Room	Bed Type	500	TWIN BEDS	518	TWIN BEDS	400	TWIN BEDS	402	DOUBLE BED	406	DOUBLE BED	408	DOUBLE BED	412	DOUBLE BED	606	DOUBLE BED	609	TWIN BEDS	612	DOUBLE BED	613	TWIN BEDS	614	TWIN BEDS	618	TWIN BEDS	808	DOUBLE BED	813	TWIN BEDS	815	DOUBLE BED	1102	DOUBLE BED	1108	DOUBLE BED	1114	TWIN BEDS	1118	TWIN BEDS	1210	DOUBLE BED	Reminding guests for their departure time.
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6.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.																																												




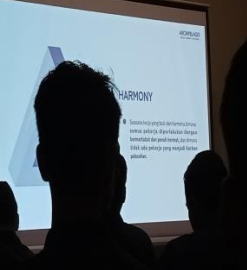
WEEKLY ACTIVITIES APPRENTICESHIP

Days : Tuesday - Sunday

Date : December 31th - January 05th, 2025

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

No	ACTIVITIES	DESCRIPTION
1.		Responsible for welcoming and serving guests during check-in and check-out, guest requests and complaint, and providing information about hotel facilities.
2.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.



3.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.
4.		The sliced cake ordering service is convenient amenity for guests to enjoy sweet treats during their stay.
5.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.
6.		The daily training to ensure that hotels staff are knowledgeable, skilled, and equipped to provide excellent service to guests.





WEEKLY ACTIVITIES APPRENTICESHIP

Days : Tuesday - Sunday





















































































Date : January 07th – 12th, 2025

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
























































































No	ACTIVITIES	DESCRIPTION
1.		Responsible for welcoming and serving guests during check-in and check-out, guest requests and complaint, and providing information about hotel facilities.
2.		Provide fast, precise, and courteous guest delivery services, in order to increase guest comfort and satisfaction during their stay.

3.		Allows guests to safely store their bags before check-in, after check-out, or during layovers, enabling them to move freely without carrying heavy items.
4.		Ensure the condition of the room after guest check-out is accordance with the standards of cleanliness, safety, and completeness of hotel facilities before being prepared for the next guest.
5.		The sliced cake ordering service is convenient amenity for quests to enjoy sweet threats during their stay.
6.		Daily briefing covering mass check-in for a convention group, special requests, breakfast schedule changes, and a management inspection.

APPENDIX 2: Daily Activities

No.	Tgl. Kegiatan	Pembimbing	Penulis	Topik	Aksi
1	Senin, 13 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
2	Minggu, 12 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
3	Sabtu, 11 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
4	Jumat, 10 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
5	Kamis, 9 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
6	Rabu, 8 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
7	Selasa, 7 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
8	Senin, 6 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
9	Minggu, 5 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
10	Sabtu, 4 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
11	Jumat, 3 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
12	Kamis, 2 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
13	Rabu, 1 Januari 2025	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
14	Selasa, 31 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
15	Senin, 30 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
16	Minggu, 29 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
17	Sabtu, 28 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
18	Jumat, 27 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
19	Kamis, 26 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
20	Rabu, 25 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
21	Selasa, 24 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
22	Selasa, 24 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
23	Senin, 23 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
24	Minggu, 22 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
25	Sabtu, 21 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
26	Jumat, 20 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
27	Kamis, 19 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
28	Rabu, 18 Desember 2024	198510082019032015 - FANAUSA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  

29	Rabu, 18 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
30	Selasa, 17 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
31	Senin, 16 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
32	Minggu, 15 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
33	Sabtu, 14 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
34	Jumat, 13 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
35	Kamis, 12 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
36	Rabu, 11 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
37	Selasa, 10 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
38	Senin, 9 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
39	Minggu, 8 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
40	Sabtu, 7 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
41	Jumat, 6 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
42	Kamis, 5 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
43	Rabu, 4 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
44	Selasa, 3 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
45	Senin, 2 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
46	Minggu, 1 Desember 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
47	Sabtu, 30 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
48	Jumat, 29 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
49	Kamis, 28 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
50	Rabu, 27 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
51	Selasa, 26 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
52	Senin, 25 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
53	Minggu, 24 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
54	Sabtu, 23 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
55	Jumat, 22 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
56	Kamis, 21 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
57	Rabu, 20 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	

58	Selasa, 19 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
59	Senin, 18 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
60	Minggu, 17 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
61	Sabtu, 16 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
62	Jumat, 15 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
63	Kamis, 14 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
64	Rabu, 13 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
65	Selasa, 12 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
66	Senin, 11 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
67	Minggu, 10 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
68	Sabtu, 9 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
69	Jumat, 8 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
70	Kamis, 7 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
71	Rabu, 6 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
72	Selasa, 5 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
73	Senin, 4 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
74	Minggu, 3 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
75	Sabtu, 2 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
76	Jumat, 1 November 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
77	Kamis, 31 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
78	Rabu, 30 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
79	Selasa, 29 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
80	Senin, 28 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
81	Minggu, 27 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
82	Sabtu, 26 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
83	Jumat, 25 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
84	Kamis, 24 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
85	Kamis, 24 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  
86	Rabu, 23 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	  

87	Selasa, 22 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
88	Senin, 21 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
89	Minggu, 20 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
90	Sabtu, 19 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
91	Jumat, 18 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
92	Kamis, 17 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
93	Rabu, 16 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
94	Selasa, 15 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
95	Senin, 14 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
96	Minggu, 13 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
97	Sabtu, 12 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
98	Jumat, 11 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
99	Kamis, 10 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
100	Rabu, 9 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
101	Selasa, 8 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
102	Senin, 7 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
103	Minggu, 6 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
104	Sabtu, 5 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
105	Jumat, 4 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
106	Kamis, 3 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
107	Rabu, 2 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
108	Selasa, 1 Oktober 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
109	Senin, 30 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
110	Minggu, 29 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
111	Sabtu, 28 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
112	Jumat, 27 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
113	Kamis, 26 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
114	Rabu, 25 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
115	Selasa, 24 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	

116	Senin, 23 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
117	Minggu, 22 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
118	Sabtu, 21 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
119	Jumat, 20 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
120	Kamis, 19 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
121	Rabu, 18 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
122	Selasa, 17 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	
123	Senin, 16 September 2024	198510082019032015 - FANALISA ELFA, S.Pd., M.Pd	5504211035 - Muhammad Zamani	Fo trainee.	

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	Muhammad Zamani	5504211035	DIV Bahasa Inggris

Terhitung mulai tanggal 17 September 2024 sampai dengan 13 Januari 2025, mahasiswa diposisikan di departemen Front Office (FO) sebagai Front Desk Agent (FDA).

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

Hormat kami,

Aston Nagoya City Hotel

A handwritten signature in black ink, appearing to read "Ria Angelina Larasati", is placed over a large, faint, blue watermark of the Aston Nagoya City Hotel logo.

Ria Angelina Larasati

Front Office Supervisor



SURAT KETERANGAN

Sehubungan telah berakhirnya kegiatan Praktek Kerja Lapangan di Aston Nagoya City Hotel (ANCH) Batam, Menerangkan Bahwa:

Nama : Muhammad Zamani

NIM 5504211035

Jurusan : D-IV Bahasa Inggris untuk Komunikasi Bisnis
dan Profesional (BISPRO)

Universitas : Politeknik Negeri Bengkalis

Waktu Pelaksanaan : 17 September 2024 – 13 Januari 2025

Bahwa nama tersebut telah selesai mengikuti Praktek Kerja Lapangan dengan **BAIK** sejak tanggal mulai 17 September 2024 hingga 13 Januari 2025 di posisi Front Desk Agent, Aston Nagoya City Hotel (ANCH) Batam.

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

Batam, 13 Januari 2025

Hormat kami,

Ria Angelina Larasati

Front Office Supervisor

APPENDIX 4: Certificated Of Internship



APPENDIX 5: Evaluation Form

TRAINEE PERFORMANCE EVALUATION FORM

NAME: Muhammad Zaman	DEPARTMENT / OUTLET: Fo department
SCHOOL / UNIVERSITY:	PERIOD:
APPRAISED BY: Fandy Alta Chania	

The aim of this assessment is to evaluate trainee's performance during On The Job Training.
The scale of the score ranges from 1.00 to 4.00 as follow:

- (A) : 3.51 – 4.00 : Very Good
- (B) : 3.00 – 3.50 : Good Performance
- (C) : 2.50 – 2.99 : Satisfactory Performance
- (D) : 1.00 – 2.49 : Unsatisfactory Performance

No	Criteria & Justification	Score A	Score B	Score C	Score D	Comments
1.	JOB KNOWLEDGE <ul style="list-style-type: none"> Understand all the aspect of work given by outlet Be familiar with facilities and equipment given in the outlet Be capable in English 		3.50			
2.	QUANTITY OF WORK <ul style="list-style-type: none"> The result of the work done Completion and performance in daily work 		3.50			
3.	QUALITY OF WORK <ul style="list-style-type: none"> Accuracy and attention to the working equipment and area As good as the work quality expected Stability, regularity and consistency of the result even in a busy time 	3.75	3.75			
4.	CHARACTER <ul style="list-style-type: none"> Work energetically and be responsible to get information and work standard. Expectation and effort to reach the aim of training / practice Be responsible 	3.75	3.75			
5.	PERSONALITY <ul style="list-style-type: none"> Attitude (Including the aptness at the work), ability in getting along with other people (Guest, Co-workers, Superiors) 	4.00				
No	Criteria & Justification	Score A	Score B	Score C	Score D	Comments
6.	COURTESY <ul style="list-style-type: none"> Courteous, caring and respectful toward other people (Guest, Co-workers, Superiors) 		3.50			

TRAINEE PERFORMANCE EVALUATION FORM

7.	PERSONAL APPEARANCE • Appearance and Grooming					
8.	ATTENDANCE • Punctuality • Absence of sickness (With doctor certificate) • Permission due of school matter • Permission due of personal matter • Absence without notification		3.50			<div>_____ Days</div> <div>1 _____ Days</div> <div>_____ Days</div> <div>_____ Days</div> <div>_____ Days</div>
	SCORE = TOTAL	11.50	14.00			

1. Review your rating and comment, then briefly outline what actions you will take or suggest to improve or to correct output of this students as an overall evaluation :

Overall his performance is very good. as A trainee, he is able to position ~~him~~ himself well. quickly grasp and implement the training materials provided. However, they need to be slightly more proactive in asking questions about things ~~he~~ his do not understand to enhance his overall comprehension.

2. Student's comments concerning the performance evaluation

Date of appraisal : January, 18th 2025

Student

Fandy Alta Chania
Department Head

APPENDIX 6: List of Attendance







MANUAL ABSENCE







Name : Muhammad







Zamani Department : Front Office







Position : Front Desk Agent

Period : 17 September 2024 – 13 October 2024 (off every Monday)

Name	Week 1					
Muhammad Zamani	17 September	18 September	19 September	20 September	21 September	22 September
						

Name	Week 2					
Muhammad Zamani	24 September	25 September	26 September	27 September	28 September	29 September
						

Name	Week 3					
Muhammad Zamani	01 October	02 October	03 October	04 October	05 October	06 October
						

Name	Week 4					
Muhammad Zamani	08 October	09 October	10 October	11 October	12 October	13 October
						

Front Office Supervisor

14 October 2025



Ria Angelina Larasati







MANUAL ABSENCE







Name : Muhammad







Zamani Department : Front Office







Position : Front Desk Agent

Period : 15 October 2024 – 10 November 2024 (off every Monday)

Name	Week 1					
Muhammad Zamani	15 October	16 October	17 October	18 October	19 October	20 October
						

Name	Week 2					
Muhammad Zamani	22 October	23 October	24 October	25 October	26 October	27 October
						

Name	Week 3					
Muhammad Zamani	29 October	30 October	31 October	01 November	02 November	03 November
						

Name	Week 4					
Muhammad Zamani	05 November	06 November	07 November	08 November	09 November	10 November
						

Front Office Supervisor

11 November 2024



Ria Angelina Larasati







MANUAL ABSENCE







Name : Muhammad







Zamani Department : Front Office







Position : Front Desk Agent

Period : 12 November 2024 – 08 December 2024 (off every Monday)

Name	Week 1					
Muhammad Zamani	12 November	13 November	14 November	15 November	16 November	17 November
						

Name	Week 2					
Muhammad Zamani	19 November	20 November	21 November	22 November	23 November	24 November
						

Name	Week 3					
Muhammad Zamani	26 November	27 November	28 November	29 November	30 November	01 December
						

Name	Week 4					
Muhammad Zamani	03 December	04 December	05 December	06 December	07 December	08 December
						

Front Office Supervisor

09 December 2025



Ria Angelina Larasati







MANUAL ABSENCE







Name : Muhammad







Zamani Department : Front Office







Position : Front Desk Agent

Period : 10 December 2024 – 05 January 2025 (off every Monday)

Name	Week 1					
Muhammad Zamani	10 December	11 December	12 December	13 December	14 December	15 December
						

Name	Week 2					
Muhammad Zamani	17 December	18 December	19 December	20 December	21 December	22 December
						

Name	Week 3					
Muhammad Zamani	24 December	25 December	26 December	27 December	28 December	29 December
						

Name	Week 4					
Muhammad Zamani	31 December	01 January	02 January	03 January	04 January	05 January
						

Front Office Supervisor

06 January 2025



Ria Angelina Larasati







MANUAL ABSENCE

Name : Muhammad

Zamani Department : Front Office

Position : Front Desk Agent

Period : 07 January 2025 – 12 January 2025 (off every Monday)

Name	Week 1					
Muhammad Zamani	07 January	08 January	09 January	10 January	11 January	12 January
						

Front Office Supervisor

13 January 2025



Ria Angelina Larasati