

**APPRENTICESHIP REPORT
AT ZURI HOTEL MANAGEMENT
GRAND ZURI DUMAI**

SUHELMI

Reg. Number : 5504221079



**ENGLISH FOR BUSINESS AND PROFESSIONAL COMMUNICATION
STUDY PROGRAM LANGUAGE DEPARTMENT**

**STATE POLYTECHNIC OF BENGKALIS
BENGKALIS - RIAU**

2025

APPROVAL SHEET

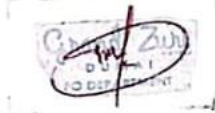
APPROVAL SHEET
APPRENTICESHIP REPORT
AT ZURI HOTEL MANAGEMENT
GRAND ZURI DUMAI

Written as one of the requirements for completing Apprenticeship

SUHELMI
5504221079

Dumai, November 22nd 2025

Asst of FOM Department
Grand Zuri Dumai



Jhoni Sinurat

Advisor



Aswandi, M.Pd., CICS
NIP. 198804122015041004

Approved by:

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



Farulisa Elfa, M.Pd
NIP. 198510082019032015

ACCEPTANCE SHEET

ACCEPTANCE SHEET

This is to certify that we have examined the apprenticeship report of **Suhelmi, Reg Number 5504221079** who did the apprenticeship at Grand Zuri Dumai, started from July 22nd, 2025 to November 22nd, 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, November 16th, 2025

Acceptance by:

Advisor



Aswandi, M.Pd., CICS

NIP. 198804122015041004

Approved by:

Head of English for Business and Professional Communication

Study Program

State Polytechnic of Bengkalis



Fanalisa Elfa, M.Pd
NIP. 198510082019032015

ACKNOWLEDGEMENT

Praise gratitude submitted to the God who always gives blessing that help me complete and finish this apprenticeship report at Front Office Department, Grand Zuri Dumai. In this occasion, the author would like to say many thanks to:

1. Mr. Johny Custer, ST., MT, is the Director of State Polytechnic of Bengkalis.
2. Ms. Diah Paramita Sari, M.Pd., is the Head of the Language Department.
3. Ms. Fanalisa Elfa, M.Pd as the Head of D-IV English for Business and Professional Communication Study Program and as the Advisor of apprenticeship.
4. Dr. Halim Dwi Putra, S.Pd MAB., as the Coordinator of apprenticeship
5. Mr. Aswandi, M.Pd.,CICS as the advisor of apprenticeship
6. Dimas Wira Kresna as the Genaral Manager of Grand Zuri Dumai Hotel
7. Jhony Sinurat as the Ass FO Manager of Grand Zuri Dumai Hotel.
8. All staff of Front Office Department and other departments of Grand Zuri Dumai Hotel for the opportunity during the internship.
9. All family members and friends who always gave support and attentions.

Bengkalis, November 22nd, 2025



Suhelmi
Reg Number 550422107

TABLE OF CONTENTS

COVER.....	ii
APPROVAL SHEET.....	ii
ACCEPTANCE SHEET.....	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	vii
LIST OF APPENDICE	viii
CHAPTER I INTRODUCTION.....	1
1.1 Background of Apprenticeship.....	1
1.2 Purposes of the Apprenticeship.....	2
1.3 Significances of the Apprenticeship	2
1.3.1 For Students (Apprentices).....	3
1.3.2 For State Polytechnic of Bengkalis.....	3
CHAPTER II GENERAL DESCRIPTION OF COMPANY.....	4
2.1 Company History	4
2.2 Company Logos.....	5
2.3 Vision and Mission.....	6
2.3.1 Vision	6
2.3.2 Mission.....	Error! Bookmark not defined.
2.4 Kind of Business	6
2.5 Organization Structure	8
CHAPTER III GENERAL DESCRIPTION OF COMPANY	11
3.1 The Working Process.....	11
3.2 Document Used for activity.....	13

CHAPTER IV SCOPE OF THE APPRENTICESHIP.....	16
4.1 Job Description.....	16
4.2 Place of Apprenticeship.....	17
4.3 System and Procedure	17
4.1.1 Check-In, Guest Arrival	17
4.1.2 Verify Identification.....	18
4.1.3 Room Assignment	Error! Bookmark not defined.
4.1.4 Guest Information.....	Error! Bookmark not defined.
4.1.5 Check-In Confirmation	Error! Bookmark not defined.
4.1.6 Check-Out, Guest Notification	21
4.1.7 Review Bill	21
4.1.8 Payment Process.....	22
4.1.9 Room Inspection.....	22
CHAPTER V CONCLUSION AND SUGGESTION.....	23
5.1 Conclusion.....	23
5.2 Suggestion.....	24
APPENDICES	25
REFERENCES.....	71

LIST OF FIGURES

Figure 2. 1Grand Zuri Dumai Hotel Building	5
Figure 2. 2 Seeklogo	5
Figure 2. 3 Room Accommodation	6
Figure 2. 4 Restaurants	7
Figure 2. 5 Swimming pools	7
Figure 2. 6 Ballroom.....	7
Figure 2. 7 Fitnes (gym)	8
Figure 2. 8 Structur Organizational Company	9
Figure 2. 9 Guest Reservation tabs	13
Figure 2. 10 Guest Check-in tabs.....	14
Figure 2. 11 In-House tabs.....	14
Figure 2. 12 Check-Out tabs.....	15
Figure 2. 13 Guest Booking	17
Figure 2. 14 Guest ID	18
Figure 2. 15 Guest Room	18
Figure 2. 16 Guest Detail	19
Figure 2. 17 Check-In Confirmation	20
Figure 2. 18 Reminding Guest.....	21
Figure 2. 19 Guest Charge.....	21
Figure 2. 20 Guest Payment	22
Figure 2. 21 Room Inspection.....	22

LIST OF APPENDICE

APPENDIX 1: Weekly Apprenticeship Activities	25
APPENDIX 2: Daily Activities	54
APPENDIX 3 : Apprenticeship Acceptance Letter	58
APPENDIX 4 : Evaluation Form	58
APPENDIX 5 : List of Attendance.....	59