

APPRENTICESHIP REPORT
FAVEHOTEL NAGOYA BATAM (FHNB)
FRONT OFFICE DEPARTMENT (FO)
BATAM – RIAU ISLAND

YUDHI YAPUTRA

Reg. Number : 5504221088



ENGLISH FOR BUSINESS AND PROFESSIONAL
COMMUNICATION STUDY PROGRAM
LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
RIAU - 2025

ACCEPTANCE SHEET

ACCEPTANCE SHEET

This is to certify that we have examined the apprenticeship report of Sarfina Reg. Number 5504221080 who has done the apprenticeship at PT. Bank Riau Kepri Syariah from September 15th 2025 to Januari 15th 2026. This Report Is To Used For Partial Fulfilment Of The State Polyrechic Of Bengkalis. This Report Is Complete And Stisfactory In All Respect, And Any All Revisions Required By The Apprenticeship Report Examine Commite Hed Been Made.

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APPROVAL SHEET

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APPRENTICESHIP REPORT
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Bengkalis, January 06th, 2026

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CHAPTER I

INTRODUCTION

1.1 Background of Apprenticeship

Apprenticeship or practical work is a structured activity and a hands-on learning experience that combines direct work with theoretical education. Apprenticeship are mandatory because, aside from providing deeper insight into the professional world, they also offer many benefits that help students better understand and gain real-world knowledge about the workplace. This activity emphasizes learning through practice, allowing participants to obtain real experience under the guidance of 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.

Choosing Favehotel Nagoya Batam as the apprenticeship location for students of the English for Business and Professional Communication Study Program offers many benefits, particularly in terms of modern facilities, strategic location, professional environment, and suitability for students pursuing careers in business communication. Batam, located just a short ferry ride from Singapore, has developed into a significant industrial area, especially in the manufacturing, trade, and service sectors. Favehotel Nagoya Batam, situated at

the heart of Batam's commercial district, provides an ideal learning space for students to explore business dynamics at both professional and international levels.

The apprenticeship program at Favehotel Nagoya Batam provided the writer with the opportunity to gain hands-on experience working as a Front Desk Agent. This area within the hospitality industry requires strong interpersonal and communication skills, as employees are expected to interact with guests, respond to various inquiries, and resolve issues. For students of the English for Business and Professional Communication Study Program, the opportunity to apply professional communication in such situations is highly valuable in enhancing confidence and fluency in business-related contexts.

Start from August 31st, 2025 to December 1st, 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 are:

1. To increasing knowledge of the world of hospitality and the ability to communicate with others.
2. To 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 Favehotel Nagoya Batam.

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, the internship at Favehotel Nagoya Batam provides the author, as a student of the English for Business and Professional Communication study program, with a rich and comprehensive learning experience. This includes the development of interpersonal communication,

problem-solving abilities, cultural awareness, and professional etiquette. By engaging directly in a real-world hospitality setting, the author not only strengthens his understanding of how business communication operates within the hotel industry, but also acquires transferable skills that are essential for achieving success in broader business environments.

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 Favehotel Nagoya Batam

Apprenticeship program allows Favehotel Nagoya Batam 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, AVANIKA, FOUR CORNERS 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.



Figure 1. Favehotel Nagoya Batam Building

Based on the Gokepri Kepulauan Riau website, Favehotel Nagoya Batam was first opened on July 13, 2022. Strategically located in the business center of Batam Island, Favehotel Nagoya Batam serves as

the perfect getaway for both business and leisure travelers planning to explore the city of Batam, said Yanuwar Dedy, the General Manager.

Favehotel Nagoya Batam offers 119 clean and comfortable rooms equipped with balconies, divided into two categories: Deluxe Rooms and Junior Suite Rooms. The hotel rooms range in size from 32 square meters to 65 square meters and provide comfort through balconies in every room overlooking beautiful city views. Each room is equipped with complimentary high-speed WiFi, Google Nest, toiletries, tea and coffeemaking facilities, an in-room safety box, a 43-inch TV with 40 channels, a hot-water shower, power outlets, and a wardrobe complete with hangers.

Surrounded by major shopping centers and leisure spots in Batam City such as Nagoya Hill Shopping Mall, BCS Mall, Lucky Plaza, and Grand Batam Mall, Favehotel Nagoya Batam becomes an ideal place to stay for travelers.

The hotel's modern selected-service facilities combine contemporary design with functionality, and its strategic location provides comfort for both business and leisure travelers.

2.2 Company Logos



ARCHIPELAGO
HOTELS • RESORTS • SOLUTIONS

Figure 2. Archipelago



favehotel
Nagoya • Batam

Figure 3. Logo Favehotel

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

2.4 Kind of Business

Favehotel Nagoya Batam offers the comfort of rooms equipped with balconies in every unit, along with advanced technology such as Google Nest and Smart TVs, providing guests with a practical and always-connected stay experience. One of the supporting facilities is a restaurant (Garden Corner), which is a partnership between favehotel and Garden Corner.

2.4.1 Products and services

ROOMS	
Deluxe (32 m²) 	Junior Suite (65m²) 

TECHNOLOGY	
Smart TV 	Google Nest 
RESTAURANT	
Garden Corner 	

Figure 4. Favehotel Nagoya Batam

In the Rooms section, the hotel offers two types of accommodation: the Deluxe Room measuring 32 m² and the Junior Suite measuring 65 m². The Deluxe Room features a modern and minimalist design with a comfortable layout, making it ideal for individual guests or couples. It is equipped with a cozy bed and adequate lighting to ensure a pleasant stay. Meanwhile, the Junior Suite provides a more spacious area that includes a bedroom, living room, and kitchen, offering greater comfort for guests who require additional space or plan to stay for a longer period.

In the Technology section, the hotel provides up-to-date technological facilities to enhance guest comfort. Each room is equipped with a Smart TV that allows access to various entertainment options and digital content. In addition, Google Nest is available as a smart assistant to help guests obtain information and control certain room features, making the stay more convenient and modern.

In the Restaurant section, the dining area and open kitchen are clean, spacious, and well-organized, featuring a modern interior design. The restaurant is designed to create a comfortable atmosphere for guests during breakfast and other mealtimes.

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. Sales and Marketing, Promotes the hotel, handles bookings, and develops promotional strategies.
4. Maintenance and Engineering, Ensure the up keep of hotel facilities, including repairs and preventive maintenance.
5. Human Resources (HR), Manages recruitment, employees welfare, training, security and labor relations.
6. Finance and Accounting, Handles budgeting, purchasing, payroll, billing, and finance reporting.



Figure 6. Organization Structure of Favehotel Nagoya Batam

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 Favehotel Nagoya Batam 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

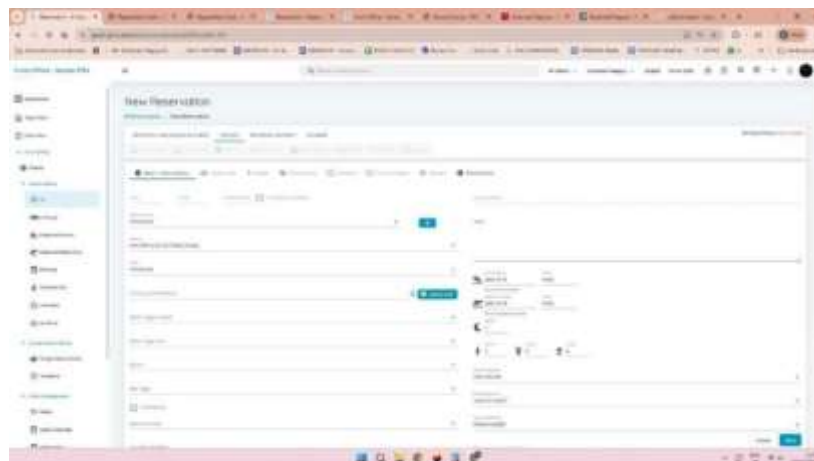


Figure 7. Guest Reservation Tabs

2. Check-in Process

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.

favohotel
Resort & Spa

WELCOME - SELAMAT DATANG

NAME: Andi Nugroho		NO OF GUEST: 2
ARRIVAL DATE: 2025-11-11 ETD: 14:00	DEPARTURE DATE: 2025-11-14 ETD: 12:00	MEMBERSHIP NUMBER:
HOME ADDRESS: Jl. Gunung Sari No. 123, RT 001/002, Desa Sukasari, Kecamatan Sukasari, Kabupaten Sukasari EMAIL:		
PASSEPORT: ID CARD NO: 20251111000000	NATIONALITY: Indonesian	BIRTHDATE: 1980-11-11
MOBILE NO: 08123456789	PAYMENT METHOD:	

PLEASE NOTE:

1. Check-in time starts at 2pm and Check-out time is 12 noon.
2. Rooms will be provided. The hotel will not accept any liability for damages left in your room.
3. The hotel will not be responsible for any accidents or injuries to guests.
4. The hotel reserves the right to monitor data for damages to the hotel in accordance with its policies.
5. Cash payments or deposits can only be accepted in Indonesian Rupiah.
6. There is a Rp. 2 million deposit fee for any guest before staying (either smoking, or staying in a non-smoking room).
7. My signature is sufficient confirmation for the hotel to use my registered credit card for the payment of my account.
8. I agree to receive emails from Favohotel regarding my stay experience and customer benefits.

GUEST SIGNATURE

ROOM NUMBER: 101	BOOKING SOURCE: Online	ROOM RATE: RM 300.00
ROOM TYPE: Deluxe	PURCHASE OF STAY:	REPORT: 0
Checked in by:	Booked by:	AGENCY/ DESTINATION OF THE WORLD (OPTIONAL)

Figure 8. Check-in Registration Tabs

3. In-House

The trainee carries out an In-house check, which is the process of reviewing guests who are currently staying at the hotel. This feature is used by hotel staff to identify guests who have already completed the check-in process. Through the In-house check, the trainee can monitor room occupancy, assist daily hotel operations, and help ensure that guest services run smoothly throughout the guests' stay.

The screenshot shows a software interface for managing hotel stays. It features a sidebar on the left with navigation options like 'Home', 'Guests', 'Rooms', 'Reports', and 'Settings'. The main area displays a table titled 'In-House Tabs' with columns for 'Date', 'Room No.', 'Guest Name', 'Status', and 'Action'. The table contains multiple rows of data, with some rows highlighted in yellow and green to indicate different statuses or actions. On the right side, there are additional controls and filters for the data displayed.

Figure 9. In-House Tabs

4. Check-Out

The trainee assists with the check-out process, which is the stage when guests complete their remaining payments and return the room key or key card to the receptionist. During this stage, the trainee helps verify the accuracy of billing information, supports the front office staff, and contributes to a smooth and wellorganized departure experience for guests.

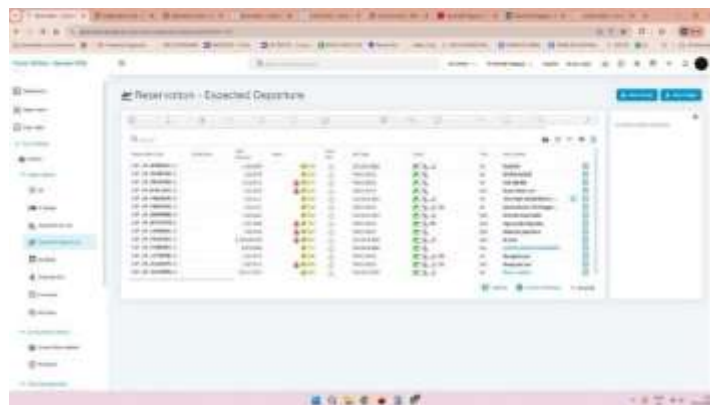


Figure 10. Check-Out Tabs

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 July 31st, 2025 to December 1st, 2025, at Favehotel Nagoya Batam in the Front Office Department as Front Desk Agent. The internship schedule at Favehotel Nagoya Batam is as follows:

Table 1. Internship Schedule

NO	DAY	OFFICE HOURS	BREAK
1	Monday	08.00 – 16.00	12.00 – 13.00
2	Tuesday	OFF	OFF
3	Wednesday	08.00 – 16.00	12.00 – 13.00
4	Thursday	08.00 – 16.00	12.00 – 13.00
5	Friday	08.00 – 16.00	12.00 – 13.00
6	Saturday	08.00 – 16.00	12.00 – 13.00
7	Sunday	08.00 – 16.00	12.00 – 13.00

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):

- a. Guests Check-in and Check-out
- b. Making Reservations
- c. Guest Services

3.2 Place of Apprenticeship

The apprenticeship was started from August 31st 2025 until December 1st 2025. At Favehotel Nagoya Batam (FHNB) in Front Office Department (FO), Lubuk Baja ST., Nagoya Thamrin City , Batam, Riau Island.

3.3 System and Procedure

For the Favehotel to handle hotel operations, improve efficiency, and ensure a positive guest experience. The system should cover various aspects like guest services, housekeeping, maintenance, 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

The trainee takes part in the check-in process and guest arrival by providing a polite and friendly welcome at the lobby or entrance area. In addition, the trainee assists in verifying guest reservation details based on booking vouchers or the identification provided. Through these activities, the trainee gains experience in creating a positive first impression, ensuring a smooth check-in process, and supporting front office staff in delivering professional and efficient service to every guest.



Figure 11. Guest Booking

3.3.2 Verify Identification

The trainee is responsible for verifying the guest's identification during the check-in process. This involves asking the guest for their ID card, passport, driver's license or other valid identification to confirm their identity. The trainee also assists in the pre authorization of payment, ensuring that the guest's payment method is valid and secure. Through this task, the trainee learns to follow proper hotel security procedures, prevent potential fraud, and support the front office staff in maintaining a smooth and safe check-in process for all guests.



Figure 12. Guest ID

3.3.3 Room Assignment

The trainee is involved in checking room availability and assigning rooms based on the guest's needs and requests. The trainee also assists in providing the room key and explaining the hotel's facilities to guests, such as breakfast schedules, in-room communication facilities, and check-out policies. Through these activities, the trainee gains experience in meeting guest needs,

ensuring appropriate room allocation, and delivering essential information to enhance guest comfort while supporting front office operations.

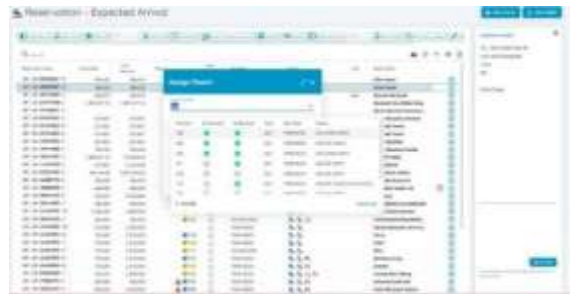


Figure 13. Guest Room

3.3.4 Guest Information

The trainee inputs guest information into the Property Management System (PMS Sentec) and asks guests about any special requests, such as additional beds, wake-up calls, late check-out, or take-away breakfast. Through this responsibility, the trainee develops accuracy in data entry, gains an understanding of guest preferences, and ensures that special requests are effectively communicated to the appropriate hotel departments. This process supports front office operations while helping to deliver personalized service and improve the overall guest experience.



Figure 14. Guest Detail

3.3.5 Check-In Confirmation

The trainee provides the guest with a copy of the registration form and explains important directions, such as the location of the elevator, restaurant, and other hotel facilities. Through this activity, the trainee gains experience in delivering clear information and assisting guests in navigating the hotel easily, while supporting efficient and professional front office service.



Figure 15. Check-In Confirmation

3.3.6 Check-Out, Guest Notification

The trainee provides the guest with a copy of the registration form and explains important directions, such as the location of the elevator, restaurant, other hotel facilities. Through this activity, the trainee gains experience in delivering clear information and assisting guests in navigating the hotel easily, while supporting efficient and professional front office service.



Figure 16. Reminding Guest

3.3.7 Review Bill

The trainee is involved in confirming all billing details with the guest, including room rates and additional services such as minibar usage, laundry, late check-out, and other in-room amenities. Through this task, the trainee develops accuracy and precision in handling financial administration, ensuring that all charges are clearly and transparently communicated. This responsibility also helps the trainee strengthen professional communication skills when responding to guest inquiries, prevent misunderstandings, and support a smooth and efficient check-out process. Furthermore, it reinforces the importance of accountability, effective communication, and high-quality service within the front office department.

favehotel
Negeri Sembilan

INVOICE
Invoice No: 0000000000
Type: Room
Invoice Date: 12 Nov 2019
Invoice No: 00 Nov 2019 1014
Invoice No: 00 Nov 2019
Invoice Date: 12 Nov 2019
Page 01

Alamat: Jalan Teluk Anson, 71000 Teluk Anson, Negeri Sembilan, Malaysia
Telefon: 06-755 1111

Room: 0000000000

CHARGE
Room: 0000000000
Breakfast: 0000000000
Minibar: 0000000000
Total: 0000000000

Signature: [Signature]

Figure 17. Guest Charge

3.3.8 Payment Process

The trainee is involved in handling the guest's final payment, whether by credit card or cash, providing the payment receipt, and expressing gratitude to the guest for their visit. Through this task, the trainee develops the ability to manage financial transactions accurately and professionally, ensuring that all payments are properly recorded and validated. Carrying out this responsibility also helps the trainee maintain polite and friendly interactions with guests, creating a positive

impression and enhancing guest satisfaction. Furthermore, this activity emphasizes the importance of accuracy, responsibility, and professionalism in supporting efficient front office operations and overall service quality.



Figure 18. Guest Payment

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 July 31st, 2025 to August 6th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, July 31 st , 2025	Departement Introduction	Asst FO Manager
2	Friday, August 1 st , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, August 2 nd , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, August 3 rd , 2025	Front Desk Agent	Asst FO Manager
5	Monday, August 4 th , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, August 5 th , 2025	OFF	Asst FO Manager
7	Wednesday, August 6 th , 2025	Front Desk Agent	Asst FO Manager

During the first week of the internship, from July 31st, 2025 to August 6th, 2025, the trainee gained valuable experience in a professional hotel environment. On the first day of the internship, the trainee began with an orientation and an introduction to the hotel's operational systems, including learning how to use the Sentec system, which is utilized to manage guest data, reservations, and daily transactions. Furthermore, the trainee learned how to properly and systematically file forms in accordance with hotel standards. In front office operations, the trainee was also trained to calculate the house bank to ensure daily financial balance. As the internship progressed, the trainee became directly involved in assisting guest check-in processes, providing necessary information, and creating and managing bookings in a careful and professional manner.

As a closing, this internship experience provided a clear understanding of front office workflows, particularly during the initial stages of the internship, as well as highlighting the importance of accuracy, responsibility, and effective communication in guest services. The internship not only enhanced the trainee's technical skills in using hotel systems and administrative procedures but also developed a professional attitude that is essential in the hospitality industry.

Table 3. Daily Activities Report Week 2 from August 7th, 2025 to August 13rd, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, August 7 th , 2025	Front Desk Agent	Asst FO Manager
2	Friday, August 8 th , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, August 9 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, August 10 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, August 11 st , 2025	Front Desk Agent	Asst FO Manager

6	Tuesday, August 12 nd , 2025	Front Desk Agent	Asst FO Manager
7	Wednesday, August 13 rd , 2025	Front Desk Agent	Asst FO Manager

During the second week of the internship, from August 7th, 2025 to August 13rd, 2025, the trainee gained more in-depth experience in front office hotel operations. During this period, the trainee learned to use the Dekson system to create room access cards for guests according to their room type and length of stay. In addition, the trainee learned how to process Virtual Credit Card (VCC) payments from online travel agents (OTAs) to ensure accurate and secure transactions. The trainee was also involved in creating group room bookings, which required careful coordination of guest data and room availability. In terms of administration, the trainee performed posting of laundry payments into the system, prepared cash payment forms for room charges, and edited and updated guest information in the Sentec system to ensure data accuracy.

Overall, the internship experience during the second week provided a more comprehensive understanding of payment systems, reservation management, and guest data administration in hotel operations. The activities carried out helped the trainee improve accuracy, responsibility, and proficiency in operating various hotel systems professionally, thereby increasing readiness to handle front office duties independently.

Table 4. Daily Activities Report Week 3 from August 14th, 2025 to August 20th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, August 14 th , 2025	Front Desk Agent	Asst FO Manager
2	Friday, August 15 th , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, August 16 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, August 17 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, August 18 th , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, August 19 th , 2025	OFF	Asst FO Manager

7	Wednesday, August 20 th , 2025	Front Desk Agent	Asst FO Manager
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During the third week of the internship, which took place from August 14, 2025 to August 20, 2025, the trainee gained increasingly diverse experience in hotel operations, particularly in the front office department. During this period, the trainee handled guest check-in processes through the APOA application in accordance with applicable regulations and assisted guests during check-out, ensuring that all administrative matters and payments were properly completed. In addition, the trainee was responsible for recording data of guests who brought vehicles for hotel security and administrative purposes.

To enhance guest comfort, the trainee also conducted room showings with guests prior to check-in so that guests could confirm the room condition met their expectations. Besides front office duties, the trainee assisted in restocking the snack and cake display in the hotel area and checking and correcting errors in OTA data to ensure the accuracy of reservation information.

Overall, the internship experience during the third week provided a broader understanding of direct guest services, administrative accuracy, and the importance of interdepartmental coordination in hotel operations. The activities carried out helped the trainee improve communication skills, work accuracy, and a sense of responsibility in delivering optimal service to guests.

Table 5. Daily Activities Report Week 4 from August 21st, 2025 to August 27th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, August 21 st , 2025	Front Desk Agent	Asst FO Manager
2	Friday, August 22 nd , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, August 23 rd , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, August 24 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, August 25 th , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, August 26 th , 2025	OFF	Asst FO Manager

7	Wednesday, August 27 th , 2025	Front Desk Agent	Asst FO Manager
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During the fourth week of the internship, which took place from August 21, 2025 to August 27, 2025, the trainee gained more mature experience in hotel operations. During this week, the trainee was responsible for escorting guests' luggage to their rooms as part of hospitality services to ensure guest comfort upon arrival. The trainee also conducted room showings of Deluxe rooms to guests to help them understand the facilities and room conditions offered. In addition, the trainee participated in briefings with the front office team to receive daily operational information, task assignments, and service evaluations. In core front office activities, the trainee handled guest check-in and check-out processes while maintaining a professional and friendly attitude. The trainee also recorded OTA guest data to ensure reservation accuracy and was involved in room decoration based on guests' special requests, such as for birthdays or other special occasions. Overall, the internship experience during the fourth week strengthened the trainee's understanding of comprehensive guest services, from arrival to departure. The activities carried out helped the trainee enhance teamwork skills, communication, and attention to detail, while also fostering a strong sense of responsibility and professionalism in delivering the best possible service to hotel guests.

Table 6. Daily Activities Report Week 5 from August 28th, 2025 to September 3rd, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, August 28 th , 2025	Front Desk Agent	Asst FO Manager
2	Friday, August 29 th , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, August 30 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, August 31 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, September 1 st , 2025	OFF	Asst FO Manager

6	Tuesday, September 2 nd , 2025	OFF	Asst FO Manager
7	Wednesday, September 3 rd , 2025	Front Desk Agent	Asst FO Manager

During the fifth week of the internship, which took place from August 28, 2025 to September 3, 2025, the trainee gained experience that was increasingly focused on personalized service and attention to detail. During this week, the trainee was involved in decorating guest rooms for honeymoon purposes, ensuring that the room ambiance met guests' requests and hotel standards. In addition, the trainee was responsible for delivering complimentary food to guest rooms as part of added-value service to enhance guest satisfaction. In other operational activities, the trainee delivered dirty dishes to Shiso Restaurant in accordance with established procedures and conducted minibar checklist inspections to ensure completeness and accurate records. The trainee also performed basic service duties by escorting guests' luggage to their rooms and carrying out room decorations for guests celebrating their birthdays based on special requests.

Overall, the internship experience during the fifth week strengthened the trainee's understanding of the importance of attention to detail, personalized service, and interdepartmental coordination in hotel operations. The activities carried out helped the trainee develop a stronger sense of responsibility, accuracy, and the ability to deliver memorable and value-added services to guests.

Table 7. Daily Activities Report Week 6 from September 4th, 2025 to September 10th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, September 4 th , 2025	Front Desk Agent	Asst FO Manager
2	Friday, September 5 th , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, September 6 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, September 7 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, September 8 th , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, September 9 th , 2025	OFF	Asst FO Manager

7	Wednesday, September 10 th , 2025	Front Desk Agent	Asst FO Manager
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During the sixth week of the internship, which took place from September 4th, 2025 to September 10, 2025, the trainee gained increasingly in-depth experience in guest service operations at the hotel. During this week, the trainee was responsible for storing guests' luggage in the luggage storage area neatly and securely in accordance with established procedures. The trainee also actively handled guest check-in and check-out processes, ensuring administrative completeness and guest comfort throughout the process. In addition, the trainee was tasked with collecting complimentary food from Shiso Restaurant to be delivered to guests. In terms of administration, the trainee requested guests' signatures on the room rate change form as official approval for any changes in room rates. The trainee also assisted in returning guests' belongings that had been previously deposited, and continued to be involved in decorating rooms for guests celebrating their birthdays based on special requests.

Overall, the internship experience during the sixth week provided a stronger understanding of integrated guest service workflows, ranging from luggage handling and administrative tasks to personalized services. The activities carried out helped the trainee improve accuracy, responsibility, and professional communication skills in delivering optimal service to hotel guests.

Table 8. Daily Activities Report Week 7 from September 11st, 2025 to September 17th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, September 11 st , 2025	OFF	Asst FO Manager
2	Friday, September 12 nd , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, September 13 rd , 2025	Front Desk Agent	Asst FO Manager

4	Sunday, September 14 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, September 15 th , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, September 16 th , 2025	OFF	Asst FO Manager
7	Wednesday, September 17 th , 2025	Front Desk Agent	Asst FO Manager

During the seventh week of the internship, which took place from September 11, 2025 to September 17, 2025, the trainee gained increasingly structured experience in hotel service and administration. During this week, the trainee actively handled guest check-in and check-out processes, ensuring that all procedures ran smoothly and met service standards. In addition, the trainee requested hotel reviews from guests during check-out as part of efforts to improve the quality of hotel services. In terms of additional services, the trainee delivered complimentary food to guest rooms to enhance the overall guest experience. The trainee also carried out administrative tasks by writing breakdown lists on miscellaneous forms and assisted restaurant operations by returning dishes to Shiso Restaurant according to procedures. On the data administration side, the trainee entered and updated guest data from OTAs and was responsible for storing guests' luggage in the luggage storage area neatly and securely.

Overall, the internship experience during the seventh week strengthened the trainee's ability to manage guest services comprehensively, both operationally and administratively. The activities carried out helped the trainee improve communication skills, accuracy in record-keeping, and a sense of responsibility in delivering professional, guest-oriented service.

Table 9. Daily Activities Report Week 8 from September 18th, 2025 to September 24th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, September 18 th , 2025	Front Desk Agent	Asst FO Manager
2	Friday, September 19 th , 2025	Front Desk Agent	Asst FO Manager

3	Saturday, September 20 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, September 21 st , 2025	Front Desk Agent	Asst FO Manager
5	Monday, September 22 nd , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, September 23 rd , 2025	OFF	Asst FO Manager
7	Wednesday, September 24 th , 2025	Front Desk Agent	Asst FO Manager

During the eighth week of the internship, which took place from September 18, 2025 to September 24, 2025, the trainee gained experience that was increasingly focused on front office operations and reservation administration. During this week, the trainee actively handled guest check-in processes, ensuring that procedures ran smoothly and that guests felt welcomed. The trainee was also responsible for storing guests' luggage in the storage room neatly and securely according to hotel standards. In addition, the trainee was involved in making room bookings for guests, both for walk-ins and through the online system. The trainee also carried out guest check-ins through online registration, utilizing technology to speed up and simplify the arrival process.

Overall, the internship experience during the eighth week strengthened the trainee's understanding of reservation workflows and front office guest services, including the use of digital systems to facilitate administrative processes. The activities carried out helped the trainee improve technical skills, accuracy, and the ability to provide fast, efficient, and professional service to hotel guests.

Table 10. Daily Activities Report Week 9 from September 25th, 2025 to October 1st, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, September 25 th , 2025	Front Desk Agent	Asst FO Manager
2	Friday, September 26 th , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, September 27 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, September 28 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, September 29 th , 2025	Front Desk Agent	Asst FO Manager

6	Tuesday, September 30 th , 2025	OFF	Asst FO Manager
7	Wednesday, October 1 st , 2025	Front Desk Agent	Asst FO Manager

During the ninth week of the internship, which took place from September 25, 2025 to October 1, 2025, the trainee gained increasingly in-depth experience in guest service and front office administration. During this week, the trainee actively handled guest check-in processes and recorded guests arriving through OTAs to ensure reservation data accuracy. The trainee also assisted guests in organizing their belongings before check-out, making the departure process more comfortable and smooth. In addition, the trainee was responsible for receiving and filing bills from Garden Corner Restaurant, maintaining the completeness of hotel administration. The trainee also played a role in managing and monitoring rooms at Favehotel, including reminding guests to check out promptly at 12:00 PM. Overall, the internship experience during the ninth week provided a more complete understanding of the coordination between guest services, reservation administration, and room management. The activities carried out helped the trainee improve accuracy, communication, and responsibility in delivering professional and enjoyable service to hotel guests.

Table 11. Daily Activities Report Week 10 from October 2nd, 2025 to October 8th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, October 2 nd , 2025	Front Desk Agent	Asst FO Manager
2	Friday, October 3 rd , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, October 4 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, October 5 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, October 6 th , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, October 7 th , 2025	OFF	Asst FO Manager
7	Wednesday, October 8 th , 2025	Front Desk Agent	Asst FO Manager

During the tenth week of the internship, which took place from October 2, 2025 to October 8, 2025, the trainee gained increasingly comprehensive experience in guest service and front office operations. During this week, the trainee actively

handled guest check-in processes and provided complimentary food and courtesy services to enhance guest comfort and satisfaction. The trainee also assisted guests in carrying their luggage to their rooms, ensuring friendly and professional service. In addition, the trainee was responsible for counting hotel access cards to ensure availability and accurate usage, as well as recording guest data from OTAs to maintain reservation accuracy.

Overall, the internship experience during the tenth week provided a more thorough understanding of the coordination between guest services, administration, and hotel facility management. The activities carried out helped the trainee improve communication skills, accuracy, and professionalism in delivering optimal service to hotel guests.

Table 12. Daily Activities Report Week 11 from October 9th, 2025 to October 15th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, October 9 th , 2025	OFF	Asst FO Manager
2	Friday, October 10 th , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, October 11 st , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, October 12 nd , 2025	Front Desk Agent	Asst FO Manager
5	Monday, October 13 rd , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, October 14 th , 2025	OFF	Asst FO Manager
7	Wednesday, October 15 th , 2025	Front Desk Agent	Asst FO Manager

During the eleventh week of the internship, which took place from October 9, 2025 to October 15, 2025, the trainee gained increasingly extensive experience in front office operations and hotel administration. During this week, the trainee actively handled guest check-in processes while maintaining a professional and friendly attitude. The trainee also received payments for massage services and posted minibar payments into the hotel system to ensure administrative accuracy. In addition, the trainee assisted in returning dishes to Shiso Restaurant and assigning rooms for guests who would check in the next day. The trainee was also

involved in processing payments via VCC and helping to store guests' deposited items neatly and securely.

Overall, the internship experience during the eleventh week strengthened the trainee's understanding of coordinating guest services, payment administration, and room preparation. The activities carried out helped the trainee improve accuracy, responsibility, and operational skills in providing professional and optimal service to hotel guests.

Table 13. Daily Activities Report Week 12 from October 16th, 2025 to October 22nd, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, October 16 th , 2025	Front Desk Agent	Asst FO Manager
2	Friday, October 17 th , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, October 18 th , 2025	OFF	Asst FO Manager
4	Sunday, October 19 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, October 20 th , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, October 21 st , 2025	Front Desk Agent	Asst FO Manager
7	Wednesday, October 22 nd , 2025	Front Desk Agent	Asst FO Manager

During the twelfth week of the internship, which took place from October 16, 2025 to October 22, 2025, the trainee gained increasingly in-depth experience in front office hotel operations. During this week, the trainee actively handled guest check-in processes, including recording the names of long-stay guests on the whiteboard to facilitate front office team coordination, as well as checking in guests through the APOA application to speed up and simplify the arrival process. The trainee also continued to improve skills in providing friendly and professional service while ensuring reservation administration was accurate and organized.

Overall, the internship experience during the twelfth week provided a better understanding of team coordination, reservation management, and the use of digital systems in guest service. The activities carried out helped the trainee improve accuracy, efficiency, and professionalism in delivering optimal service to hotel guests.

Table 14. Daily Activities Report Week 13 from October 23rd, 2025 to October 29th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, October 23 rd , 2025	Front Desk Agent	Asst FO Manager
2	Friday, October 24 th , 2025	OFF	Asst FO Manager
3	Saturday, October 25 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, October 26 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, October 27 th , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, October 28 st , 2025	Front Desk Agent	Asst FO Manager
7	Wednesday, October 29 th , 2025	Front Desk Agent	Asst FO Manager

During the thirteenth week of the internship, which took place from October 23, 2025 to October 29, 2025, the trainee gained increasingly diverse experience in front office operations and guest services at the hotel. During this week, the trainee actively handled guest check-in processes and delivered complimentary food to guest rooms to enhance comfort and satisfaction during their stay. The trainee also recorded notes for guests who consumed minibar items to ensure

accurate payment administration. In addition, the trainee assisted with room decoration according to special guest requests and was assigned as in-charge at Garden Corner Restaurant, helping the restaurant staff to ensure smooth operations. The trainee was also involved in preparing arrival letters for guest pick-ups, ensuring effective coordination between hotel departments.

Overall, the internship experience during the thirteenth week strengthened the trainee's understanding of comprehensive guest services, administrative management, and interdepartmental coordination. The activities carried out helped the trainee improve communication skills, accuracy, responsibility, and professionalism in providing optimal service to hotel guests.

Table 15. Daily Activities Report Week 14 from October 30th, 2025 to November 5th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, October 30 th , 2025	Front Desk Agent	Asst FO Manager
2	Friday, October 31 st , 2025	OFF	Asst FO Manager
3	Saturday, November 1 st , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, November 2 nd , 2025	Front Desk Agent	Asst FO Manager
5	Monday, November 3 rd , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, November 4 th , 2025	Front Desk Agent	Asst FO Manager
7	Wednesday, November 5 th , 2025	Front Desk Agent	Asst FO Manager

During the fourteenth week of the internship, which took place from October 30, 2025 to November 5, 2025, the trainee gained increasingly in-depth experience in front office operations and hotel administration. During this week, the trainee actively handled guest check-in processes and edited guest data in the Sentec system to ensure information accuracy. The trainee also received guest requests via telephone and communicated them to the housekeeping team so that guests' needs could be fulfilled promptly. In addition, the trainee performed room payment postings to maintain administrative completeness and was involved in creating reservations from the sales and marketing team, ensuring that all data was recorded accurately and according to procedure.

Overall, the internship experience during the fourteenth week provided the trainee with a better understanding of guest service coordination, payment administration, and interdepartmental collaboration within the hotel. The activities carried out helped the trainee improve accuracy, communication, and professionalism in delivering optimal and satisfying service to hotel guests.

Table 16. Daily Activities Report Week 15 from November 6th, 2025 to November 12nd, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, November 6 th , 2025	Front Desk Agent	Asst FO Manager
2	Friday, November 7 th , 2025	OFF	Asst FO Manager
3	Saturday, November 8 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, November 9 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, November 10 th , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, November 11 st , 2025	Front Desk Agent	Asst FO Manager
7	Wednesday, November 12 nd , 2025	Front Desk Agent	Asst FO Manager

During the fifteenth week of the internship, which took place from November 6, 2025 to November 12, 2025, the trainee gained increasingly structured experience in front office operations and hotel administration. During this week, the trainee actively handled guest check-in processes and checked the tentative list before assigning rooms to ensure that each guest received a room according to their reservation. The trainee also assisted in storing guests' luggage neatly and securely, as well as recording guest data from OTAs to maintain reservation accuracy. In addition, the trainee was responsible for filing payment receipts, ensuring that all transactions were properly recorded and documented. Overall, the internship experience during the fifteenth week strengthened the trainee's understanding of guest service coordination, reservation administration, and payment document management. The activities carried out helped the trainee

improve accuracy, responsibility, and professionalism in providing optimal service to hotel guests.

Table 17. Daily Activities Report Week 16 from November 13rd, 2025 to November 19th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, November 13 rd , 2025	Front Desk Agent	Asst FO Manager
2	Friday, November 14 th , 2025	OFF	Asst FO Manager
3	Saturday, November 15 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, November 16 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, November 17 th , 2025	OFF	Asst FO Manager
6	Tuesday, November 18 th , 2025	Front Desk Agent	Asst FO Manager
7	Wednesday, November 19 th , 2025	Front Desk Agent	Asst FO Manager

During the sixteenth week of the internship, which took place from November 13, 2025 to November 19, 2025, the trainee gained increasingly indepth experience in front office operations and hotel payment administration. During this week, the trainee actively handled guest check-in processes and recorded the names of guests arriving through OTAs to ensure reservation data accuracy. The trainee also performed posting of cash payments for room bookings to maintain financial administration, and delivered complimentary food to enhance guest comfort and satisfaction. In addition, the trainee was involved in processing payments via VCC to ensure that transactions were completed smoothly and properly documented.

Overall, the internship experience during the sixteenth week strengthened the trainee's understanding of guest services, reservation management, and payment administration. The activities carried out helped the trainee improve accuracy, responsibility, and professional skills in providing optimal service to hotel guests.

Table 18. Daily Activities Report Week 17 from November 20th, 2025 to November 26th, 2025

NO	Day/Date	Activity	Assignor
1	Thursday, November 20 th , 2025	OFF	Asst FO Manager
2	Friday, November 21 st , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, November 22 nd , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, November 23 rd , 2025	Front Desk Agent	Asst FO Manager
5	Monday, November 24 th , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, November 25 th , 2025	OFF	Asst FO Manager
7	Wednesday, November 26 th , 2025	Front Desk Agent	Asst FO Manager

During the seventeenth week of the internship, which took place from November 20, 2025 to November 26, 2025, the trainee gained increasingly focused experience in guest service and detailed front office operations. During this week, the trainee actively handled guest check-in processes and assisted guests in depositing their belongings securely. The trainee also requested guests' signatures on room rate change forms as part of official administrative procedures.

In addition, the trainee helped escort guests' luggage to their rooms, restocked the snack and cake display, and decorated rooms for honeymoon guests according to special requests to enhance comfort and guest satisfaction.

Overall, the internship experience during the seventeenth week strengthened the trainee's understanding of detailed and personalized guest services, administrative management, and interdepartmental coordination. The activities carried out helped the trainee improve accuracy, professionalism, and the ability to provide optimal and memorable service to hotel guests.

Table 19. Daily Activities Report Week 18 from November 27th, 2025 to December 1st, 2025

NO	Day/Date	Activity	Assignor
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1	Thursday, November 27 th , 2025	Front Desk Agent	Asst FO Manager
2	Friday, November 28 th , 2025	Front Desk Agent	Asst FO Manager
3	Saturday, November 29 th , 2025	Front Desk Agent	Asst FO Manager
4	Sunday, November 30 th , 2025	Front Desk Agent	Asst FO Manager
5	Monday, December 1 st , 2025	Front Desk Agent	Asst FO Manager
6	Tuesday, December 2 nd , 2025	Last Day	-

During the eighteenth week of the internship, which took place from November 27, 2025 to December 2, 2025, the trainee gained increasingly focused experience in interdepartmental coordination and guest services at the hotel. During this week, the trainee actively handled guest check-in processes and coordinated with the restaurant team by informing the staff at Garden Corner Restaurant to prepare breakfast for 135 guests the next day. In addition, the trainee received payments for massage services, ensuring that transactions were properly recorded and payment administration remained accurate.

Overall, the internship experience during the eighteenth week strengthened the trainee's understanding of interdepartmental coordination, guest service, and payment administration. The activities carried out helped the trainee improve communication skills, accuracy, responsibility, and professionalism in delivering optimal and satisfying service to hotel guests.

3.5 Constraint of the Apprenticeship

During the apprenticeship at Favehotel Nagoya Batam, the trainee encountered several challenges while adjusting to the hotel work environment.

These difficulties primarily arose from the trainee's first-time experience in the hospitality industry. The specific challenges faced are outlined as follows:

1. Adjustment to the Hotel Operational System

A major challenge for the trainee was adapting to the hotel's operational system, especially the Property Management System (PMS).

Being the trainee's first experience with such a system, there were initial difficulties in understanding workflows, entering guest data, and handling transactions like check-in, check-out, and payment posting. Overcoming this required time, careful attention, and ongoing learning to perform tasks in line with the hotel's standard operating procedures.

2. Limited Experience in the Hospitality Industry

Since the trainee was new to the hospitality industry, they had limited experience with work procedures, service etiquette, and hotel service standards. This situation required the trainee to gradually adjust to the fastpaced environment, particularly in the Front Office department, where direct guest interaction is a central responsibility.

3. Adaptation to Direct Guest Service

Delivering direct service to guests proved challenging, especially when handling individuals with varying personalities and expectations. Initially, the trainee lacked confidence in both communication and service execution. Over time, this challenge was gradually addressed through support from senior staff and practical, hands-on experience.

4. Time Management and Workload

Another challenge for the trainee was managing time, particularly when juggling multiple tasks like guest services, administrative duties, and operational support. This required learning how to prioritize tasks to ensure all responsibilities were completed efficiently and on schedule.

5. Adjustment to Shift Work and Working Hours

The hotel's shift schedule, which included weekends and public holidays, posed an additional challenge. The trainee had to adapt both

physically and mentally to sustain performance and productivity despite the irregular working hours.

CHAPTER IV CONCLUSION AND SUGGESTION

4.1 Conclusion

In conclusion, at Favehotel Nagoya Batam 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 checkins, 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 Favehotel Nagoya Batam 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.

APPENDICES

APPENDIX 1: Weekly Apprenticeship Activities

Days : Friday – Wednesday

Date : August 1st – 07th, 2025

NO	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Nanda Agusliandi	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

NO	ACTIVITIES	DESCRIPTION
1.		Get to know the work environment, understand front office operational procedures, and be introduced to the Sentec system that assists with guest check-in and check-out processes under the guidance of the Manager, Supervisor, and Staff.
2.		Learning how to use the Deckson system, which is useful for creating guest room access cards guided by staff

3.		Learning how to fill out all documents and use forms appropriately to facilitate the annual closing and make it easier for accountants to find the forms that have been used
4.		Learn how to calculate the hotel house bank using a calculator and match it with the amount that should be available in each shift
5.		Taking photos of guests' IDs for hotel data purposes. Guest IDs are usually in the form of Citizen cards, passports, and driver's licenses.
6.		Editing guest booking vouchers and making booking notes in the Sentech system

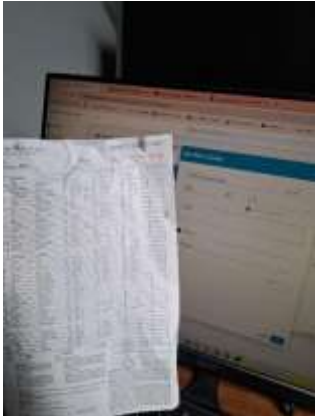
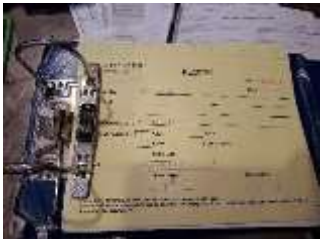
WEEKLY APPRENTICESHIP ACTIVITIES

Days : Friday – Thursday

Date : August 8th – 14th, 2025

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

NO	ACTIVITIES	DESCRIPTION
1.		Deleting the hotel room access number on the access card using the Dekson system

2.		Learn how to withdraw VCC (virtual credit card)
3.		Learn how to make group bookings in the Sentec system
4.		Post laundry payment for the apartment
5.		Open the Receipt form for walk-in guests' cash payments
6.		Enter guest data into the guest details in the Sentec system.

Date : August 15th – 21st, 2025

WEEKLY APPRENTICESHIP ACTIVITIES

Days : Friday – Thursday

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

NO	ACTIVITIES	DESCRIPTION
1.		Check in guest with APOA
2.		Check Out guest by Apoa

3.		Fill in guest details in excel sheets for using the Miscelaneous, Receipt, Room Rate Change forms
4.		Showing rooms to guests who want to see the rooms before booking
5.		Filling the display case with snacks and cakes
6.		Checking incorrectly entered OTA data

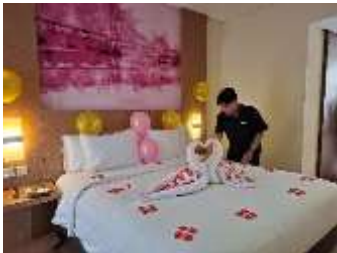
WEEKLY APPRENTICESHIP ACTIVITIES

Days : Friday – Thursday

Date : August 22nd – 28th, 2025

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

NO	ACTIVITIES	DESCRIPTION
1.		Carrying and placing guests' belongings in luggage storage
2.		Showing the deluxe room to guests who want to see the rooms before booking

3.		Briefing with the Front Office manager and staff
4.		In Charge with Staff
5.		Entering guest data in OTA Commissions
6.		Decorate a room requested by a guest for their honeymoon

Date : August 29th – September 04th,
2025

NO	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Firman	
2.			
3.			
4.			
5.			
6.			

WEEKLY APPRENTICESHIP ACTIVITIES

Days : Friday – Thursday

Industry Mentor Note:	
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NO	ACTIVITIES	DESCRIPTION
1.		Mirror decorations for a guest's birthday
2.		Delivering complimentary food to guests
3.		Return the dinner plate and dinner fork to Aston City Nagoya Batam.

4.		Checking the Minibar closing
5.		Take the guest's luggage to their room
6.		Guest room decoration with Birthday decoration request

Date : September 05th – 11st, 2025

NO	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Firman	
2.			
3.			
4.			
5.			
6.			

WEEKLY APPRENTICESHIP ACTIVITIES

Days : Friday – Thursday

Industry Mentor Note:	
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NO	ACTIVITIES	DESCRIPTION
1.		Take guests' luggage to their rooms
2.		Taking complimentary food at Shiso restaurant
3.		Asking guests to sign the Room rate change form

4.		Giving items entrusted to guests and taken by the person named by the guest beforehand
5.		filling out a remittance envelope
6.		Decorating the room for a guest's birthday

Days : Friday –

WEEKLY APPRENTICESHIP ACTIVITIES

Thursday

Date : September 12nd – 18th, 2025

Final Report on the Project			
NO	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Firman	
2.			
3.			
4.			
5.			
6.			
Industry Mentor Note:			

NO	ACTIVITIES	DESCRIPTION
1.		Looking for reviews from guests who have already checked out

2.		Delivering complimentary food for guests
3.		Writing a breakdown list of complimentary food for guests
4.		Returning Cutlery to Aston Nagoya City Hotel
5.		Fill in the OTA Commission

6.		Storing guest luggage in the luggage room
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WEEKLY APPRENTICESHIP ACTIVITIES

Days : Friday Friday

Date : September 19th – 26th, 2025

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

NO	ACTIVITIES	DESCRIPTION
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1.		Storing guest luggage in the luggage room
2.		Making extended bookings for guests via WhatsApp
3.		Performing online registration for guests who have already
4.		Print guest breakfast list

5.		Open the miscellaneous form for late check-out payments
6.		Check Expected Arrival

WEEKLY APPRENTICESHIP ACTIVITIES

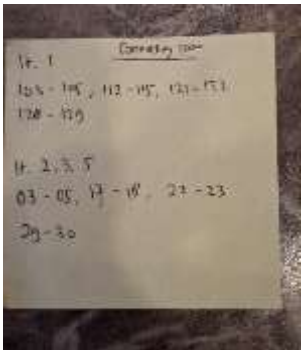
Saturday Friday

Date : September 27th – October 03th, 2025

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

NO	ACTIVITIES	DESCRIPTION
1.		Entering guest data in OTA Commission
2.		Tidy up guests' belongings before they check out

Days : —

3.		In Charge with Staff
4.		Receiving and filling out bills from Garden Corner
5.		Memorize Room in Favehotel
6.		Making Courtesy Calls to guests who have passed their check-out time

WEEKLY APPRENTICESHIP ACTIVITIES

Saturday Friday

Date : October 04th – 10th, 2025

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

NO	ACTIVITIES	DESCRIPTION
1.		Delivering Complimentary Food for Guest and Creating a Breakdown form in the Miscellaneous form.

Days : —

2.		Make a courtesy call to guests
3.		Assisting guests with carrying their luggage
4.		In charge with staff

5.		record the number of keys in the hotel key system (Inventory Card)
6.		Recording OTA guests

WEEKLY APPRENTICESHIP ACTIVITIES

Saturday Friday

Date : October 11st – 17th, 2025

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

Days : —

NO	ACTIVITIES	DESCRIPTION
1.		Open the miscellaneous form for massage payment
2.		Minibar Payment Posting
3.		Returning plates used for complimentary food to the Aston Nagoya City Hotel Restaurant

4.		Assign guest rooms for tomorrow's check-in
5.		Collect VCC payments
6.		Helping to Store Luggage in the Luggage Room

Days : Sunday –

WEEKLY APPRENTICESHIP ACTIVITIES

Saturday

Date : October 19th – 25th, 2025

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

NO	ACTIVITIES	DESCRIPTION
1.		Delivering complimentary food to guest rooms

2.		Delivering complimentary food to guest rooms
3.		Writing the names of long-stay guests on the board
4.		Check in guests on the Apoa app
5.		Collect VCC payments

Days : Sunday –

6.		In Charge with Staff
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WEEKLY APPRENTICESHIP ACTIVITIES

Saturday

Date : October 26th – November 01st, 2025

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

NO	ACTIVITIES	DESCRIPTION
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1.		Delivering complimentary food to guest rooms
2.		Take note of guests who consume minibar items at check-out
3.		Taking complimentary cake at the Aston Nagoya City Hotel restaurant
4.		Help Decorate the Room

Days : Sunday –

5.		Create a Welcome Letter for Picking up Guests
6.		In Charge at Garden Corner Restaurant

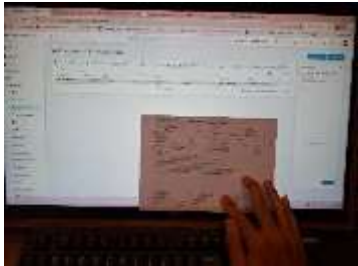
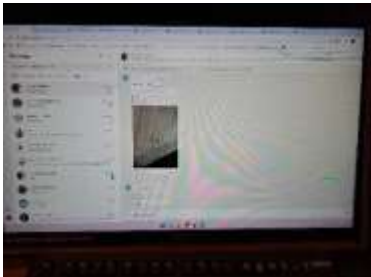
WEEKLY APPRENTICESHIP ACTIVITIES

Saturday

Date : November 02nd – 08th, 2025

NO	DESCRIPTION ACTIVITIES	GIVE DUTY	SIGNATURE
1.		Firman	
2.			
3.			
4.			
5.			
6.			

Industry Mentor Note:	
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NO	ACTIVITIES	DESCRIPTION
1.		Editing Registered Guest Data
2.		Serving Guests Over the Phone
3.		Work Together with the Housekeeping Team

Days : Sunday –

4.		Editing guest booking vouchers and making booking notes in the Sentech system
5.		Posting Room Booking Payments
6.		Making Reservations from Hotel Sales

WEEKLY APPRENTICESHIP ACTIVITIES

Days : Sunday – Saturday

Date : November 09th – 15th,
2025

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

NO	ACTIVITIES	DESCRIPTION
1.		Checking Tentative and Breakdown of Tentative Rooms

WEEKLY APPRENTICESHIP ACTIVITIES

Sunday – Saturday

2.		Helping Guests Carry Their Belongings to Their Rooms
3.		Recording OTA guests
4.		Helping Store Guests' Belongings in the Luggage Room
5.		Using a Receipt Form for Guest Cash Payments

6.		Filling Struck Payment for Welcome Drinks from the Garden Corner Restaurant
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Days :

Date : November 16th – 22nd,
2025

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

NO	ACTIVITIES	DESCRIPTION
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WEEKLY APPRENTICESHIP ACTIVITIES

Sunday – Saturday

1.		Recording OTA guests
2.		Posting Room Booking Payments
3.		Changing the Travel Agent Booking Channel for Guests in the System
4.		Serving and Making Guest Room Reservations
5.		Delivering complimentary food to guest rooms

6.		Collect VCC payments
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Days :

Date : November 23rd – 29th,
2025

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

NO	ACTIVITIES	DESCRIPTION
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WEEKLY APPRENTICESHIP ACTIVITIES

Sunday – Saturday

1.		Assisting Food Delivery Personnel Who Drop Off Items for Guests Staying at the Hotel
2.		Serving Guests Who Want to Check In
3.		Ask the Guest to Sign the Room Rate Change Form.
4.		Assisting Guests with Elevator Access and Carrying Their Belongings

5.		Filling the display case with snacks and cakes
6.		Help Decorate the Room According to the Guest's Request

WEEKLY APPRENTICESHIP ACTIVITIES

Sunday –

Days : Monday

Date : November 30th – December 01st, 2025

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

NO	ACTIVITIES	DESCRIPTION
1.		Make a request to the Garden Corner restaurant team to prepare breakfast takeaway for tomorrow.

2.		Serving Aaram Therapists Who Collect Payment from Guests After Massage.
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APPENDIX 2: Daily Activities

No.	Tgl. Kegiatan	Pembimbing	Perula	Topik	Aksi
1	Senin, 1 Desember 2025	Nanda Aguiland	55042803 - Dian Khairma	Update guest data in the system.	  
2	Senin, 1 Desember 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Serving Arom Therapists Who Collect Payment from Guests After Massage	  
3	Minggu, 30 November 2025	Nanda Aguiland	55042803 - Dian Khairma	VP guest room check	  
4	Minggu, 30 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Make a request to the Oorden Corner restaurant team to prepare breakfast takeaway for tomorrow.	  
5	Sabtu, 29 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Help Decorate the Room According to the Guest's Request.	  
6	Jumat, 28 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Do inventory kamping Snack	  
7	Jumat, 28 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Filing the display case with snacks and cakes	  
8	Kamis, 27 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Inform guests about items left behind	  
9	Kamis, 27 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Assisting Guests with Elevator Access and Carrying Their Belongings	  
10	Rabu, 26 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Ask the Guest to Sign the Room Rate Change Form.	  
11	Seksa, 26 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Hang MSC	  
12	Senin, 24 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Scanning invoice	  
13	Senin, 24 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Serving Guests Who Want to Check in.	  
14	Minggu, 23 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Keep guest luggage storage	  
15	Minggu, 23 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Assisting Food Delivery Personnel Who Drop Off Items for Guests Staying at the Hotel	  
16	Sabtu, 22 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Briefing with team	  
17	Sabtu, 22 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Collect VCC payments.	  
18	Jumat, 21 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Return of guest items	  
19	Jumat, 21 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Delivering complimentary food to guest rooms	  
20	Rabu, 19 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Guest key creation	  
21	Rabu, 19 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Serving and Making Guest Room Reservations	  
22	Seksa, 18 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Hang Room Rate Change	  
23	Seksa, 18 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Changing the Travel Agent Booking Channel for Guests in the System	  
24	Senin, 17 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Exchange in Oorden Corner	  
25	Senin, 17 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Pasting Room Booking Payments	  
26	Minggu, 16 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Recording OTA guests	  
27	Sabtu, 15 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Filing Snack Payment for Welcome Drinks from the Oorden Corner Restaurant.	  
28	Jumat, 14 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Storage of guest belongings in storage	  
29	Kamis, 13 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Do check out apoa	  
30	Kamis, 13 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Using a Receipt Form for Guest Cash Payments	  
31	Rabu, 12 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Briefing Room with team	  
32	Rabu, 12 November 2025	Nanda Aguiland	550422088 - Yudi Yoputra	Helping Store Guests' Belongings in the Luggage Room	  
33	Seksa, 8 November 2025	Nanda Aguiland	55042803 - Dian Khairma	Helping to store guest items such as car keys	  

34	Selasa, 11 November 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Recording OTA guests	  
35	Senin, 10 November 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Wifi printing for key holders	  
36	Senin, 10 November 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Helping Guests Carry Their Belongings to Their Rooms	  
37	Minggu, 9 November 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Perform data storage	  
38	Minggu, 9 November 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Checking Tentative and Breakdown of Tentative Rooms	  
39	Sabtu, 8 November 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Making Reservations from Hotel Sales	  
40	Jumat, 7 November 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Guest room decoration	  
41	Kamis, 6 November 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Incharge with staff	  
42	Kamis, 6 November 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Pasting Room Booking Payments	  
43	Rabu, 5 November 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Collect review pro	  
44	Rabu, 5 November 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Editing guest booking vouchers and making booking notes in the hantech system	  
45	Selasa, 4 November 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Checking posts	  
46	Selasa, 4 November 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Work Together with the Housekeeping Team	  
47	Senin, 3 November 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Making bookings from sales marketing	  
48	Senin, 3 November 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Serving Guests Over the Phone	  
49	Minggu, 2 November 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Collect Review Pro	  
50	Minggu, 2 November 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Editing Registered Guest Data	  
51	Sabtu, 1 November 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	In Charge at Garden Corner Restaurant	  
52	Jumat, 31 Oktober 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Conducting inventory sampung snack	  
53	Kamis, 30 Oktober 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Guest payment filing receipt	  
54	Kamis, 30 Oktober 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Create a Welcome letter for Picking up Guests	  
55	Rabu, 29 Oktober 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Make a decoration room request from Guest	  
56	Rabu, 29 Oktober 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Help Decorate the Room	  
57	Selasa, 28 Oktober 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Housekeeping information for guests checking out	  
58	Selasa, 28 Oktober 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Taking complimentary cake at the Aston Nagoya City Hotel restaurant	  
59	Senin, 27 Oktober 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Incharge with staff	  
60	Senin, 27 Oktober 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Take note of guests who consume minibar items at check-out	  
61	Minggu, 26 Oktober 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Collect review pro	  
62	Minggu, 26 Oktober 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Delivering complimentary food to guest rooms	  
63	Sabtu, 25 Oktober 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	In Charge with Staff	  
64	Jumat, 24 Oktober 2025	Nanda Agustiani	5504218031 - Dian Kharisma	Prepare cake for guests	  
65	Kamis, 23 Oktober 2025	Nanda Agustiani	5504221068 - Yudi Yoputra	Collect VCC payments	  
66	Rabu, 22 Oktober 2025	Nanda Agustiani	5504218031 - Dian Kharisma	House bank calculation	  

67	Rabu, 22 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Check in guests on the Apoo app	
68	Selasa, 21 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Trainee at Aston Nagoya city	
69	Selasa, 21 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Writing the names of long-stay guests on the board	
70	Senin, 20 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Follow up to guest	
71	Senin, 20 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Delivering complimentary food to guest rooms	
72	Minggu, 19 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Recording OTA	
73	Minggu, 19 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Delivering complimentary food to guest rooms	
74	Jumat, 17 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Collect vcc payment	
75	Jumat, 17 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Helping to Store Luggage in the Luggage Room	
76	Kamis, 16 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Trainee at Aston Nagoya City regarding products and services	
77	Kamis, 16 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Collect VCC payments	
78	Rabu, 15 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Update information about long stay	
79	Rabu, 15 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Assign guest rooms for tomorrow's check-in	
80	Selasa, 14 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	House Bank	
81	Senin, 13 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Returning plates used for complimentary food to the Aston Nagoya City Hotel Restaurant	
82	Minggu, 12 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Card inventory	
83	Minggu, 12 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Minibar Payment Posting	
84	Sabtu, 11 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Complimentary coke delivery	
85	Sabtu, 11 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	open the miscellaneous form for massage payment	
86	Jumat, 10 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Complimentary coke delivery	
87	Jumat, 10 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Recording OTA guests	
88	Kamis, 9 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Inventory audit	
89	Kamis, 8 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	record the number of keys in the hotel key system	
90	Rabu, 8 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Performing online registration	
91	Rabu, 8 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	In charge with staff	
92	Selasa, 7 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	VCC withdrawal	
93	Senin, 6 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Assisting guests with carrying their luggage	
94	Minggu, 5 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Check-in registration	
95	Minggu, 5 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Make a courtesy call to guests	
96	Sabtu, 4 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Returning plates to Aston Nagoya City	
97	Sabtu, 4 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Delivering Complimentary Food for Guest and Creating a Breakdown form in the Miscellaneous form.	
98	Jumat, 3 Oktober 2025	Nanda Aguilandi	550421031 - Dian Kharisma	Update on long-stay guests	
99	Jumat, 3 Oktober 2025	Nanda Aguilandi	550422088 - Yuthi Yoputra	Making Courtesy Calls to guests who have passed their check-out time	

100	Kamis, 2 Oktober 2025	Nanda Agustiani	550421031 - Dian Kharima	Card inventory	  
101	Kamis, 2 Oktober 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Memorise Room in Favehotel	  
102	Rabu, 1 Oktober 2025	Nanda Agustiani	550421031 - Dian Kharima	Responding to order emails to travel agents	  
103	Rabu, 1 Oktober 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Receiving and filling out bills from Garden Corner	  
104	Selasa, 30 September 2025	Nanda Agustiani	550421031 - Dian Kharima	guest luggage storage	  
105	Senin, 29 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	In Charge with Staff	  
106	Minggu, 28 September 2025	Nanda Agustiani	550421031 - Dian Kharima	Presentation Best Trainee of Aston Nagoya City	  
107	Minggu, 28 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Tidy up guests' belongings before they check out.	  
108	Sabtu, 27 September 2025	Nanda Agustiani	550421031 - Dian Kharima	Inventory data verification during the middle shift	  
109	Sabtu, 27 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Entering guest data in OTA Commission	  
110	Jumat, 26 September 2025	Nanda Agustiani	550421031 - Dian Kharima	check Reservation By Email	  
111	Jumat, 26 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Check Expected Arrival	  
112	Kamis, 25 September 2025	Nanda Agustiani	550421031 - Dian Kharima	check in apoa	  
113	Kamis, 25 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Replacing the number tag on the keycard holder	  
114	Rabu, 24 September 2025	Nanda Agustiani	550421031 - Dian Kharima	Replacing the number tag on the keycard holder	  
115	Rabu, 24 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Open the miscellaneous form for late check-out payments	  
116	Selasa, 23 September 2025	Nanda Agustiani	550421031 - Dian Kharima	performing the check-in registration process	  
117	Senin, 22 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	print guest breakfast list	  
118	Minggu, 21 September 2025	Nanda Agustiani	550421031 - Dian Kharima	checking rooms that have been damaged	  
119	Minggu, 21 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Performing online registration for guests who have already	  
120	Sabtu, 20 September 2025	Nanda Agustiani	550421031 - Dian Kharima	Serving Aaram Therapists Who Collect Payment from Guests After Massage	  
121	Sabtu, 20 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Making extended bookings for guests via WhatsApp	  
122	Jumat, 19 September 2025	Nanda Agustiani	550421031 - Dian Kharima	extending a guest's room reservation via WhatsApp	  
123	Jumat, 19 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Storing guest luggage in the luggage room	  
124	Kamis, 18 September 2025	Nanda Agustiani	550421031 - Dian Kharima	house bank calculation	  
125	Kamis, 18 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Storing guest luggage in the luggage room	  
126	Rabu, 17 September 2025	Nanda Agustiani	550421031 - Dian Kharima	guest minibar payment receipt	  
127	Rabu, 17 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Fill in the OTA Commission	  
128	Selasa, 16 September 2025	Nanda Agustiani	550421031 - Dian Kharima	fill out the OTA commission	  
129	Senin, 15 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Returning Cutlery to Aston Nagoya City Hotel	  
130	Minggu, 14 September 2025	Nanda Agustiani	550421031 - Dian Kharima	returning plates to Aston Nagoya City Hotel	  
131	Minggu, 14 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Writing a breakdown list of complimentary food for guests	  
132	Sabtu, 13 September 2025	Nanda Agustiani	550421031 - Dian Kharima	make food tag for garden corner	  

133	Sabtu, 13 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Delivering complimentary food for guests	  
134	Jumat, 12 September 2025	Nanda Agustiani	550421031 - Dian Kharima	in charge of check-out, house bank, inventory, and also closing the minibar	  
135	Jumat, 12 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	looking for reviews from guests who have already checked out	  
136	Kamis, 11 September 2025	Nanda Agustiani	550421031 - Dian Kharima	Decorating the room for a guest's birthday	  
137	Kamis, 11 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Decorating the room for a guest's birthday	  
138	Rabu, 10 September 2025	Nanda Agustiani	550421031 - Dian Kharima	guest room inspection	  
139	Rabu, 10 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	filling out a remittance envelope	  
140	Selasa, 9 September 2025	Nanda Agustiani	550421031 - Dian Kharima	reorganization of information	  
141	Senin, 8 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Giving items entrusted to guests and taken by the person named by the guest beforehand	  
142	Minggu, 7 September 2025	Nanda Agustiani	550421031 - Dian Kharima	birthday mirror art decoration	  
143	Minggu, 7 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Asking guests to sign the room rate change form	  
144	Sabtu, 6 September 2025	Nanda Agustiani	550421031 - Dian Kharima	reply to booking emails	  
145	Sabtu, 6 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Taking complimentary food at Shiso restaurant	  
146	Jumat, 5 September 2025	Nanda Agustiani	550421031 - Dian Kharima	returning plates to Aston Nagoya City	  
147	Jumat, 5 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Take guests' luggage to their rooms	  
148	Kamis, 4 September 2025	Nanda Agustiani	550421031 - Dian Kharima	do birthday decorations	  
149	Kamis, 4 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Guest room decoration with Birthday decoration request	  
150	Rabu, 3 September 2025	Nanda Agustiani	550421031 - Dian Kharima	performing house bank and minibar closing	  
151	Rabu, 3 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Take the guest's luggage to their room	  
152	Selasa, 2 September 2025	Nanda Agustiani	550421031 - Dian Kharima	confirm guest bookings by telephone	  
153	Senin, 1 September 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Checking the Minibar closing	  
154	Minggu, 31 Agustus 2025	Nanda Agustiani	550421031 - Dian Kharima	check for extra beds	  
155	Minggu, 31 Agustus 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Return the dinner plate and dinner fork to Aston City Nagoya Batam	  
156	Sabtu, 30 Agustus 2025	Nanda Agustiani	550421031 - Dian Kharima	conduct house banking	  
157	Sabtu, 30 Agustus 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Delivering complimentary food to guests	  
158	Jumat, 29 Agustus 2025	Nanda Agustiani	550421031 - Dian Kharima	conduct an inventory Kampung Snack and check stock aura	  
159	Jumat, 29 Agustus 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Mirror decorations for a guest's birthday	  
160	Kamis, 28 Agustus 2025	Nanda Agustiani	550421031 - Dian Kharima	up selling aura and also Kampung snack	  
161	Kamis, 28 Agustus 2025	Nanda Agustiani	550422088 - Yudhi Yoputra	Decorate a room requested by a guest for their honeymoon	  
162	Rabu, 27 Agustus 2025	Nanda Agustiani	550421031 - Dian Kharima	check expected arrival	  

163	Rabu, 27 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Entering guest data in OTA Commissions	  
164	Selasa, 26 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	In Charge with staff	  
165	Senin, 25 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	In Charge with Staff	  
166	Minggu, 24 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	Briefing with the Front Office manager and staff	  
167	Minggu, 24 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Briefing with the Front Office manager and staff	  
168	Sabtu, 23 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Showing the deluxe room to guests	  
169	Sabtu, 23 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	Post laundry payments to the Front Office system	  
170	Jumat, 22 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Carrying and placing guests' belongings in luggage storage	  
171	Jumat, 22 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	Providing room service to guests	  
172	Kamis, 21 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Checking incorrectly entered OTA data	  
173	Kamis, 21 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	Closing Casier	  
174	Rabu, 20 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Filling the display case with snacks and cakes	  
175	Rabu, 20 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	registration online	  
176	Selasa, 19 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	Handling email correspondence from travel agents and guests regarding reservations and special request	  
177	Senin, 18 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Showing rooms to guests who want to see the rooms before booking	  
178	Minggu, 17 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Fill in guest details in excel sheets for using the Miscellaneous, Receipt, Room Rate Change forms	  
179	Minggu, 17 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	creation of apartment breakfast vouchers	  
180	Sabtu, 16 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Check Out guest by Apoa	  
181	Sabtu, 16 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	Providing room service in the form of welcome cakes and welcome fruit to newly arrived guests.	  
182	Jumat, 15 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Check in guest with APOA	  
183	Jumat, 15 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	Create and process group bookings originating from the Sales & Marketing department.	  
184	Kamis, 14 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Enter guest data into the guest details in the Sentec system.	  
185	Kamis, 14 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	responsible for requesting reviews from guests	  
186	Rabu, 13 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Open the receipt form for walk-in guests' cash payments	  
187	Rabu, 13 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	filling in important information on the front office board	  
188	Selasa, 12 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	opening the room/rate change form process.	  
189	Senin, 11 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Post laundry payment for the apartment	  
190	Minggu, 10 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Learn how to make group bookings in the Sentec system	  
191	Minggu, 10 Agustus 2025	Nanda Agustiani	5504220031 - Dian Kharima	Recording guest check-in and check-out data on the immigration website	  
192	Sabtu, 9 Agustus 2025	Nanda Agustiani	5504220088 - Yudhi Yoputra	Learn how to withdraw VCC (virtual credit card)	  

193	Sabtu, 9 Agustus 2025	Nanda Agustiandil	550422031 - Dian Kharima	filling in guest details	  
194	Jumat, 8 Agustus 2025	Nanda Agustiandil	550422088 - Yudhi Yaputra	Deleting the hotel room access number on the access card using the Dekson system	  
195	Jumat, 8 Agustus 2025	Nanda Agustiandil	550422031 - Dian Kharima	posting cash, QR code, debit, credit card and Visa payments, and filling receipts	  
196	Kamis, 7 Agustus 2025	Nanda Agustiandil	550422088 - Yudhi Yaputra	Editing guest booking vouchers and making booking notes in the Sentech system	  
197	Kamis, 7 Agustus 2025	Nanda Agustiandil	550422031 - Dian Kharima	perform house bank cashier front office calculations	  
198	Rabu, 6 Agustus 2025	Nanda Agustiandil	550422088 - Yudhi Yaputra	Taking a picture of the guest ID	  
199	Rabu, 6 Agustus 2025	Nanda Agustiandil	550422031 - Dian Kharima	making special requests for guests	  
200	Selasa, 5 Agustus 2025	Nanda Agustiandil	550422031 - Dian Kharima	The middle shift performs tasks such as assigning rooms and cleaning rooms.	  
201	Senin, 4 Agustus 2025	Nanda Agustiandil	550422088 - Yudhi Yaputra	Learning about calculating housebank	  
202	Minggu, 3 Agustus 2025	Nanda Agustiandil	550422088 - Yudhi Yaputra	Learn how to filling out inventory list	  
203	Minggu, 3 Agustus 2025	Nanda Agustiandil	550422031 - Dian Kharima	Handling guests with staff	  
204	Sabtu, 2 Agustus 2025	Nanda Agustiandil	550422088 - Yudhi Yaputra	Learn about Deckson System	  
205	Sabtu, 2 Agustus 2025	Nanda Agustiandil	550422031 - Dian Kharima	Filling out the registration card	  
206	Jumat, 1 Agustus 2025	Nanda Agustiandil	550422088 - Yudhi Yaputra	Learn about Sentec System	  
207	Jumat, 1 Agustus 2025	Nanda Agustiandil	550422031 - Dian Kharima	Introduction to the Sentec PMS Archipelago Fave Hotel Nagoya Batam System	  

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	Yudhi Yaputra	5504221088	DIV Bahasa Inggris

Terhitung mulai tanggal 31 Juli 2025 sampai dengan 01 Desember 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,

Favehotel Nagoya Batam

A black rectangular box containing a handwritten signature in blue ink, which appears to be "Firman".

Firman

Front Office Supervisor



SURAT KETERANGAN

Sehubungan telah berakhirnya kegiatan Praktek Kerja Lapangan di Favehotel Nagoya Batam (FHNB), Menerangkan Bahwa:

Nama : Yudhi Yaputra

NIM : 5504221088

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

Universitas : Politeknik Negeri Bengkalis

Waktu Pelaksanaan : 31 Juli 2025 – 1 Desember 2025

Bahwa nama tersebut telah selesai mengikuti Praktek Kerja Lapangan dengan **BAIK** sejak tanggal mulai 31 Juli 2025 hingga 1 Desember 2025 si posisi Front Desk Agent, Favehotel Nagoya Batam (FHNB).

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

Batam, 1 Desember 2025

Hormat kami,



Firman

Front Office Supervisor

APPENDIX 4: Certificated Of Internship



APPENDIX 5: Evaluation Form

TRAINEE PERFORMANCE EVALUATION FORM

NAME : <u>Yudhi</u>	DEPARTMENT / OUTLET : <u>Front Office</u>
SCHOOL / UNIVERSITY : <u>Pelita Nugraha</u>	PERIOD :
APPRAISED BY :	

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 • 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)			- Improve that how to deal with a guest and resolve knowledge more in depth
2.	QUANTITY OF WORK • The result of the work done • Completion and performance in daily work	3.9				- good
3.	QUALITY OF WORK • 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		✓ (3.50)			- Improve that how to make a job being efficient - try to finish before 30 sec.
4.	CHARACTER • Work energetically and be responsible to get information and work standard. • Expectation and effort to reach the aim of training / practice • Be responsible	3.8				- good character - humble. - friendly
5.	PERSONALITY • Attitude (Including the aptness at the work), ability in getting along with other people (Guest, Co-workers, Superiors)	3.9				- polite - can make situation more pleasant - care
No	Criteria & Justification	Score A	Score B	Score C	Score D	Comments
6.	COURTESY • Courteous, caring and respectful toward other people (Guest, Co-workers, Superiors)	3.9				- good at all. - respect with other friends

TRAINEE PERFORMANCE EVALUATION FORM

7.	PERSONAL APPEARANCE • Appearance and Grooming	3.0				- Good & Persin good.
8.	ATTENDANCE • Punctuality • Absence of sickness (With doctor certificate) • Permission due of school matter • Permission due of personal matter • Absence without notification	3.0				— Days — Days — Days — Days — Days
	SCORE = TOTAL					

3.60

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 :

Yudhi Show commitment to learn, but need improvement
to more ~~focus~~ for courses learning about SO

2. Student's comments concerning the performance evaluation

My internship at favehotel Nagoya Batam gave me valuable experience,
a friendly work environment, and supportive staff who always provided
guidance that helped me grow and gain more knowledge. I will improve
my lack of initiative and my habit of asking before trying to find the answer
on my own in the future.

Date of appraisal :


Yudhi Yafutra
Student


Department Head

Training Manager

HR Manager

APPENDIX 6: List of Attendance

MANUAL ABSENCE

Name : Yudhi Yaputra

Department: Front Office

Position : Front Desk Agent

Period : 31 Juli 2025 – 23 Agustus
2025

Name	Week 1					
Yudhi Yaputra	31 Juli	01 Agustus	02 Agustus	03 Agustus	04 Agustus	05 Agustus
						OFF

Name	Week 2					
Yudhi Yaputra	06 Agustus	07 Agustus	08 Agustus	09 Agustus	10 Agustus	11 Agustus
						

Name	Week 3					
Yudhi Yaputra	12 Agustus	13 Agustus	14 Agustus	15 Agustus	16 Agustus	17 Agustus
	OFF					

Name	Week 4					
Yudhi Yaputra	18 Agustus	19 Agustus	20 Agustus	21 Agustus	22 Agustus	23 Agustus
		OFF				

Front Office Supervisor

24 August 2025



Firman

MANUAL ABSENCE

Name : Yudhi Yaputra

Department : Front Office

Position : Front Desk Agent

Period : 24 Agustus 2025 – 16 September 2025

Name	Week 1					
Yudhi Yaputra	24 Agustus	25 Agustus	26 Agustus	27 Agustus	28 Agustus	29 Agustus
			OFF			

Name	Week 2					
Yudhi Yaputra	30 Agustus	31 Agustus	01 September	02 September	03 September	04 September
				OFF		

Name	Week 3					
Yudhi Yaputra	05 September	06 September	07 September	08 September	09 September	10 September
					OFF	

Name	Week 4					
Yudhi Yaputra	11 September	12 September	13 September	14 September	15 September	16 September
						OFF

Front Office Supervisor

17 Oktober 2025



MANUAL ABSENCE

Name : Yudhi Yaputra

Firman

Department : Front Office

Position : Front Desk Agent

Period : 17 September 2025 – 10 Oktober 2025

Name	Week 1					
Yudhi Yaputra	17 September	18 September	19 September	20 September	21 September	22 September
						

Name	Week 2					
Yudhi Yaputra	23 September	24 September	25 September	26 September	27 September	28 September
	OFF					

Name	Week 3					
Yudhi Yaputra	29 September	30 September	01 Oktober	02 Oktober	03 Oktober	04 Oktober
		OFF				

Name	Week 4					
Yudhi Yaputra	05 Oktober	06 Oktober	07 Oktober	08 Oktober	09 Oktober	10 Oktober
			OFF			

Front Office Supervisor

11 Oktober 2025

MANUAL ABSENCE

Name : Yudhi Yaputra



Firman

Department : Front Office

Position : Front Desk Agent

Period : 11 Oktober 2025 – 03 November 2025

Name	Week 1					
Yudhi Yaputra	11 Oktober	12 Oktober	13 Oktober	14 Oktober	15 Oktober	16 Oktober
				OFF		

Name	Week 2					
Yudhi Yaputra	17 Oktober	18 Oktober	19 Oktober	20 Oktober	21 Oktober	22 Oktober
		OFF				

Name	Week 3					
Yudhi Yaputra	23 Oktober	24 Oktober	25 Oktober	26 Oktober	27 Oktober	28 Oktober
		OFF				

Name	Week 4					
Yudhi Yaputra	29 Oktober	30 Oktober	31 Oktober	01 November	02 November	03 November

MANUAL ABSENCE

Name : Yudhi Yaputra

			OFF			
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Front Office Supervisor

04 November 2025



Firman

Name : Yudhi Yaputra
MANUAL ABSENCE

Department : Front Office

Position : Front Desk Agent

Period : 04 November 2025 – 27 November 2025

Name	Week 1					
Yudhi Yaputra	04 November	05 November	06 November	07 November	08 November	09 November
				OFF		

Name	Week 2					
Yudhi Yaputra	10 November	11 November	12 November	13 November	14 November	15 November
					OFF	

Name	Week 3					
Yudhi Yaputra	16 November	17 November	18 November	19 November	20 November	21 November
					OFF	

Name	Week 4					
Yudhi Yaputra	22 November	23 November	24 November	25 November	26 November	27 November
				OFF		

Front Office Supervisor

28 November 2025



Firman

MANUAL ABSENCE

Department : Front Office

Position : Front Desk Agent

Period : 28 November 2025 – 01 Desember 2025

Name	Week 1					
Yudhi Yaputra	28 November	29 November	30 November	01 Desember	-	-
					-	-

Front Office Supervisor

01 Desember 2025



Firman

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