

APPRENTICESHIP REPORT
PT. RIAU ANDALAN PULP AND PAPER (PT.RAPP)
HOTEL UNIGRAHA
PANGKALAN KERINCI - PELALAWAN RIAU



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ENGLISH STUDY PROGRAM
LANGUAGE DEPARTMENT
STATE POLYTECHNIC OF BENGKALIS
2025

APPROVAL SHEET
APPRENTICESHIP REPORT
PT. RIAU ANDALAN PULP AND PAPER (PT.RAPP)
(HOTEL UNIGRAHA DEPARTMENTS HOUSEKEEPING,
HUMAN RESOURCE DEVELOPMENT AND ENGINEERING)

Written as one of the conditions for completing Apprenticeship

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Pangkalan Kerinci, May 23rd, 2025

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**Executive
Housekeeping**

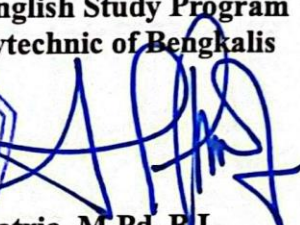


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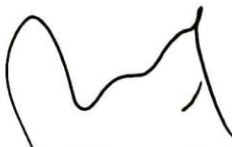
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ACCEPTANCE SHEET

This is to certify that we have examined the apprenticeship report of **Nur Safika Putri Reg. Number 5203221167** who has done the apprenticeship & PT Riau Andalan Pulp and Paper, in Hotel Unigraha from January 20th to May 23rd, 2025. This report is used for partial fulfilment of the State Polytechnic of Bengkalis. This report is complete and satisfactory in all respects, and any all revisions required by the apprenticeship report examine committee has been made.

Pangkalan Kerinci, May 23rd, 2025

Accepted by:

Advisor



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2. Ms. Diah Paramita Sari as Head of Language Department.
3. Mr. Ari Satria, M.Pd., B.I. as Head of English for English Study Program.
4. Mr. Doris Sukma, M.Pd. as the Apprenticeship Coordinator.
5. Mr. Tengku Kespandiar, ST., M.M as a Head of Campus Relation of PT. Riau Andalan Pulp and Paper & as an Advisor of this apprenticeship report.
6. Mrs. Rahma Dewi, Mrs. Diana and Mr. Kurnia Prasetyo as advisor for this apprenticeship.
7. All employees of Hotel Unigraha for kind to accept me in Hotel Unigraha.
8. All family members, especially my parents who have given a lot of support, prayers, energy and materials.
9. Also Myself.

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

Pangkalan Kerinci, May 2025

Author

Nur Safika Putri
5203221167

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CHAPTER I

INTRODUCTION

1.1 Background of the Apprenticeship

An internship, also referred to as an apprenticeship, is an educational and training program provided by a company or organization, where participants receive guidance and supervision often from professionals or industry experts to develop specific skills. Internship programs typically last from several weeks to a few months and are designed to offer hands-on experience in a particular field of interest. These programs also allow students to apply the theoretical knowledge gained in college to real-world situations, thereby enhancing their practical understanding and professional readiness.

Politeknik Negeri Bengkalis is the only state vocational polytechnic in Riau, operating under the Ministry of Education and Culture. It offers a range of programs through eight departments: Marine Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, Informatics, Maritime Engineering, Commercial Administration, and Language.

Politeknik Negeri Bengkalis offers a total of 21 study programs across various levels. At the Diploma II (D-II) level, there are three study programs: Computer Network Administration, Machine Manufacturing Engineering, and Welding and Fabrication Techniques.

At the Diploma III (D-III) level, there are eight study programs: Shipping Engineering, Mechanical Engineering, Electrical Engineering, Civil Engineering, Informatics Engineering, English, Nautical Studies, and Commercial Shipping Management.

Additionally, the institution offers ten Diploma IV (D-IV) programs, including: Production and Maintenance Mechanical Engineering, Electrical Engineering, Road and Bridge Design Engineering, Digital Business, International Business Administration, Public Financial Accounting, Software Engineering, Information Systems Security, Marine Architecture Engineering Technology, and English for Business and Professional Communication.

Politeknik Negeri Bengkalis implements a curriculum tailored to meet the demands of a skilled and job-ready workforce. The curriculum consists of approximately 40% theoretical learning and 60% practical application, with a total credit load ranging from 110 to 150 Semester Credit Units (SKS) and 22 to 32 effective learning hours per week.

Politeknik Negeri Bengkalis is designed to meet the demands of an industry-ready workforce. To graduate, students are required to fulfill two key requirements: the completion of a final report and participation in an apprenticeship program.

The apprenticeship is carried out in a workplace relevant to the student's academic background. The Language Department at Politeknik Negeri Bengkalis offers two study programs: the Diploma III (D-III) in Language and the Diploma IV (D-IV) in English for Professional Business Communication.

As part of the graduation requirements, students must complete an apprenticeship program. This program provides valuable on-the-job training opportunities, allowing students to develop professional skills in both scientific and technological fields. In addition to technical expertise, the program aims to cultivate key soft skills such as responsibility, a strong work ethic, and adaptability particularly within the business industry.

The author chose to undertake an apprenticeship at PT. Riau Andalan Pulp and Paper (PT. RAPP) due to its reputation as one of the largest companies in Indonesia, with extensive collaborations and partnerships with international corporations. Many of the company's foreign staff reside at Hotel Unigraha, a business unit owned by PT. RAPP.

This apprenticeship provided the author with a valuable opportunity to apply the knowledge and theoretical concepts learned in the classroom particularly in the field of English for Business Communication to real world professional settings.

The apprenticeship program was conducted from July 17 to November 30, 2024. During this period, the author was assigned to several departments,

including the Front Office, Food and Beverage Services, and the General Management Office.

1.2 Purpose of Apprenticeship

The purposes of apprenticeship done at Hotel Unigraha are as follows:

1. To know kinds of jobs done in the Housekeeping, HRD, and Engineering Departements.
2. To know working procedures used in the Housekeeping, HRD, and Engineering Departements.
3. To know documents used in the Housekeeping, HRD, and Engineering Departements.

1.3 Significance of the Apprenticeship

1.3.1 Significance for the Apprentice

This Program provides students with valuable Through this program student has opportunities to apply theoretical knowledge during lectures in to the real world of work and get the new knowledge.

1.3.2 Significance for Politeknik Negeri Bengkalis

Apprenticeship assists polytechnic in preparing quality of graduates' and preparation for the workforce. The apprenticeship thus helps the polytechnic develop and implement the curriculum.

1.3.3 Significance for the Company

Internship programs are mutually beneficial, offering growth opportunities for interns while allowing companies to meet immediate needs, innovate, and invest in their future workforce.

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2.1 Company History

2.1.1 Royal Golden Eagle (RGE) Group

Royal Golden Eagle (RGE), previously known as Raja Garuda Mas (RGM), was officially founded in 1973. However, its journey began in 1967 when Mr. Sukanto Tanoto opened a small spare parts store called *Toko Motor* in Medan, Indonesia. This marked his first step into the business world.

During the 1973 oil crisis, Mr. Tanoto successfully navigated the challenges and used the opportunity to grow his business. He later established a plywood factory in Besitang, North Sumatra, after realizing that Indonesia was exporting raw logs but importing finished plywood. He saw this as a chance to add more value locally by producing plywood within the country.

Following this, Mr. Tanoto founded one of the world's largest pulp and paper mills in Kerinci, Riau. One of RGE's key subsidiaries, APRIL Group, is even listed on the New York Stock Exchange. After overcoming the Asian financial crisis in the late 1990s, RGE expanded its operations internationally, including in China, Brazil, Canada, and Spain. RGE is guided by a core philosophy called the **5Cs**, created by Mr. Tanoto. This principle focuses on creating value that benefits the **Community, Country, Climate, Customer, and Company**.

2.1.2 Asia Pacific Resources International Limited (APRIL)

APRIL Group is a member of the Royal Golden Eagle (RGE) Group, founded by Sukanto Tanoto in 1973. Under his leadership, RGE has grown into a global business with over 70,000 employees, total assets exceeding US\$35 billion, and a global market reach. APRIL follows the **5Cs** principle creating value for the **Community, Country, Climate, Customer, and Company**. This guides its commitment to corporate social responsibility, focusing on both environmental sustainability and community development.

APRIL began plantation development in Riau, Sumatra and started building its mill in 1993. At the time, Kerinci Village had only 200 households, but by 2010, the population grew to over 200,000 as the company's presence transformed the area into a regional hub. Commercial pulp production began in 1995, followed by paper production in 1998. The company's growth mirrored the region's development, with Pelalawan Regency established in 1999. By 2010, APRIL's forestry operations contributed 6.9% to Riau's economy. It also created around 90,000 jobs and helped reduce poverty by 30% through better access to education, healthcare, and housing.

In 2002, APRIL introduced a strict wood legality system to prevent illegal logging, and partnered with WWF to protect Tesso Nilo forest. That same year, it received **ISO 14001** certification for all its estates and mills. In 2003, APRIL published its first **Sustainability Report** and opened a branch in Guangzhou, China. In 2005, it began using **High Conservation Value (HCV)** assessments for land planning, established the **APRIL Learning Institute**, and received multiple government awards for environmental and safety performance.

By 2006, APRIL became a signatory to the **UN Global Compact** and earned sustainable forest management certification from the Indonesian Ecolabel Institute (LEI), which was renewed in 2011. In 2007, it became the first Indonesian company to join the **World Business Council for Sustainable Development (WBCSD)**. In 2008, APRIL completed **Pulp Line 3**, making Riau home to the world's largest integrated pulp and paper mill, with a capacity of 2.8 million tons per year. The facility is certified under **ISO 9001:8000** and **ISO 14001**, and invests in self-sufficient energy technologies.

Since 2010, APRIL's production has met **PEFC Chain of Custody** standards, ensuring all raw materials are legally sourced. It also launched **PaperOne™** and received **Hong Kong Green Label** certification. In 2011, APRIL's subsidiary RAPP became the first in Asia to earn **OLB (Origins and Legality of Timber)** certification from Bureau Veritas. This certification applies to both APRIL's operations and its supply partners.

2.1.3 Hotel Unigraha

Hotel Unigraha is one of the hotels in Indonesia which is a business unit under APRIL Group. Hotel Unigraha, a Malay Riau vibes hotel located in Riau Complex, Pangkalan Kerinci. Established in 1996, built to meet the needs of business guest in order to stay closer to the project site and serves as meeting/event purpose for Riau Complex residence. Built with the concept of a three-star hotel, equipped with ballroom facilities for up to hundreds of people and six meeting rooms, the largest places suitable for MICE include Batam Room, Bintan Room, Bengkalis Room, Singkep Room, Sebangka Room, and Bakung Room. Hotel Unigraha has a total of 108 rooms with 3 different types of rooms, namely Deluxe Room, Junior Suite, Executive. Hotel Unigraha also provides other facilities, such as Restaurant, Lounge & Bar, Delicatessen, Meeting Room, Health Club, Swimming Pool, Laundry, and Business Center.

2.2 Vision and Mission

2.2.1 Vision

To become a world-class pulp and paper company with the best management and performance, the most profitable and sustainable and the first choice of consumers and employees.

2.2.2 Mission

1. Created and extended a regional business group led by international Vcorporation with highly qualified person.
2. To be an industry leader in every operational aspect.
3. Maximize benefits for stakeholders while helping to promote local and regional socio-economic development.
4. Creating added value through a talented and motivated workforce and the effective use of technology.

2.3 Kind of Business

Currently the products that have been produced at PT. Riau Andalan Pulp and Paper has been sold to more than 70 countries around the world. Products produced by PT. Riau Andalan Pulp and Paper is BAKP (Bleached Acacia Kraft Pulp) and UCWF (Uncoated Wood Free Paper) which are commonly used in printing and photocopying ranging from 55 gsm to 150 gsm. The brand of paper produced at PT. Riau Mainstay Pulp and Paper is Dunia Mas, Copy&Laser, Lazer IT, ZAP, Ixora, PPLite, Excellent Copy Paper, Perfect Print, BMO (Bright White Multi-Purpose Office).

2.4 Organization of Hotel Unigraha

1. General Manager (GM)

General Manager (GM) in a hotel is the top position in the hotel management hierarchy. They are responsible for managing the overall hotel operations and ensuring that all aspects of the business run seamlessly. running smoothly. The General Manager is the senior leader in a hotel who has the highest authority in making decisions and managing all aspects of operations. They are accountable to the hotel owner or corporate leadership. The responsibilities of a General Manager in a hotel are very diverse, covering key aspects such as:

a. Daily Operations Management

GM is responsible for ensuring all hotel departments, such as the front desk, restaurant, housekeeping, and other facilities, operate smoothly. They monitor daily and coordinate with department heads to resolve issues as they arise.

b. Legal and Regulatory Compliance

GM must ensure that the hotel operates in compliance with all applicable laws and regulations, including health, safety and environmental regulations.

c. Meetings with Stakeholders

The GM can also interact with hotel owners, the board of directors, or corporate management to report on the development and results of hotel operation.

d. Monitor All Operation & Running well

2. Executive Secretary

An executive secretary, or executive secretary, is an administrative professional who provides direct support and assistance to executives or high-level management within an organization. This role involves variety administrative duties and responsibilities to help run daily operations and support strategic decisions at the executive level. Following are some general functions and duties of an executive secretary:

a. Communication

Provides external and internal communications on behalf of executives. Drafting, checking, and responding to letters, emails, and calls.

b. Compile All Administration

Provide administrative tasks such as paper work, filing, document preparation, and information management. Manage electronic and physical filing system.

c. Meeting Organizer

Coordinate and plan events, meetings and conferences. Change all event details are well taken care of.

d. Confidentiality

Maintain the confidentiality of important information and company secrets. Hand over sensitive information with high security.

3. Finance

This department has an important role in ensuring the company's financial continuity, budget management, cash flow monitoring, and compliance with applicable financial regulations. At Hotel Unigraha GMO

department includes Income Admin, Invoicing, Procurement, Cost Control, and Receiving.

- a. Income Admin, income admin or revenue administrator has special responsibilities related to managing hotel revenue and finances.
- b. Invoicing, invoicing functions to create and handle invoices related to services and facilities at the hotel. some invoicing functions such as creating invoices, sending invoices, monitoring payments, handling pending bills, financial reconciliation and invoicing system management.
- c. Procurement, at Hotel Unigraha Procurement functions is to obtain goods and services needed for company operations, selecting vendors or suppliers, negotiating contracts, ordering and purchasing, evaluating and monitoring vendor or supplier performance.
- d. Cost Control, tasked with managing and monitoring expenditures to ensure they remain in accordance with the established budget. The cost control function in Hotel Unigraha context is very important to maintain profitability, increase operational efficiency, expenditure monitoring and analysis, and controlling equipment and maintenance costs.

4. Front Office

Font office is a department used in hotels to cover the many parts which deal with reservations, room allocation, reception, billing, and payments. The hotel's phone is the first point of contact for guests. The telephone first puts the guests through to reservations staffs, who take their booking and deal with any subsequent correspondence such as confirmations, amendments, or cancellations. The receptionist may help the guest register and get their room key when they arrive. The information contained in a guest's registration must be kept for a specific period of time and may be used for a range of follow-up communications aimed at persuading them to return at another time. The duties and responsibilities of each section under Front Office department are:

- a. Reservation: The main task of reservation staff is to accurately entering and processing all room reservations into the system while promoting hotel products and services and establishing and maintaining a positive hotel image by offering the highest level of customer care. Responsible for handling booking requests for rooms, selling rooms to prospective guest who make direct reservations via phone or email, according to the type of room they need, and at prices that are consistent with the norm rates offer by management.
- b. Reception: The duties and responsibilities of a receptionist are to providing information, room booking, check-in, payment, room transfer, check-out, and handling customer complaints. A receptionist must provide quick, precise, and friendly service so that guests can feel the comfort they want.
- c. Bell Boy: Responsible for handling guest luggage at Check-in and Check-Out, guest luggage storage, transportation booking for guest, delivering urgent letters or messages to guest rooms, and making Welcome Drink transfer forms to the F&B service department.

Health Club: is part of the Front Office department which functions as a facility provider in the form of a sports center located at Hotel Unigraha. The entire facility is free for guests staying at the hotel, while guests not staying at the hotel are charged and directed to make payments at the receptionist. It has several facilities such as Cardio Room, Lifting Room, Swimming Pool, and Sauna.

5. Housekeeping

Housekeeping in the hotel industry has a very important role in ensuring cleanliness, comfort and safety for guests, maintaining the cleanliness of rooms

and public areas, ensuring guest comfort, linen and laundry management, maintenance and upkeep of room facilities.

6. Engineering

Engineering department in the Hotel Unigraha contributes significantly to guest comfort and safety as well as overall operational efficiency. Through good maintenance, efficient energy management and quick response to repairs, they help maintain the hotel's reputation and ensure a positive experience for guests.

7. F&B Product

Food and beverage product (f&b product) department is responsible for managing and providing various food and beverage products for guest satisfaction. The main role of f&b product in a hotel includes several important aspects, which involve planning, managing and developing various culinary products, menu preparation and menu innovation.

8. F&B Service

Food and beverage service department in hotels has a crucial role in providing a satisfying dining experience for guests. some of the main tasks of food & beverage service at the Hotel Unigraha are servin guests, table service, food recommendations, setting tables, arranging rooms, maintaining the cleanliness of the service area. The food and beverage service department strives to provide an exceptional dining experience for hotelguest, creating a pleasant atmosphere, and maintaining high service standards.

9. Eco Camp

Hotel Unigraha there is a department called Eco Camp, a research location (resort) for Restorasi Ecosystem Riau (RER), a movement initiated by the APRIL Group to improve the ecosystem in one of the largest peat lands in Sumatra.

10. Human Resource Development (HRD)

Human Resources Development or what is often abbreviated as HRD is an important part of a company that focuses on managing aspects related to human resources or employees. HRD is responsible for various matters related to workforce management. The following is an explanation of HRD and its main tasks in a company.

11. Marketing and Communication

Marketing Communication is a field in charge of designing, managing, and delivering brand messages through various channels to build image, increase awareness, and support the achievement of business goals. Tasks include communication strategy, marketing campaigns, social media management, public relations, event organization, content creation, data analysis, and collaboration with creative and sales teams. Marcom aims to maintain brand message consistency and reach target audiences effectively.

12. Hospitality Expert

Hospitality expert is a new part in Hotel Unigraha, responsibility to handling trainer event for employee Hotel Unigraha, giving excellent services, to ensure that the actual hospitality standards are applied in unigraha.

2.5 Document Used for Activity

There were several documents used for activity while doing Apprenticeship, as follows:

2.5.1 Hardcopy Documents

1. Purchase Request (PR): is an internal form used in a company to ask for the purchase of goods or services.
2. Store Request (SR): is a form used to request items that are already available in the warehouse or storage.
3. Intern Department Transfer: is a form used to transfer items between departments and aim to fulfill the needs of goods needed by a department.

4. Transportation Bill: is a price list for the use of transport facilities at Hotel Unigraha.
5. Daily Revenue Report: is a document for all revenue hotel in specific day.
6. Training Attendance List: An official company document used to record the attendance of employees during a training session.
7. Leave Form: is a formal document used by employees to request time off from work for a specific period, due to reasons such as vacation, illness, personal matters, or other types of leave.
8. Overtime Form: is a formal document used by employees to request or record work performed beyond regular working hours.
9. Outsourcing invoice is a formal billing document issued by a service provider (outsourcing company) to a client company, requesting payment for services delivered.

CHAPTER III

SCOPE OF THE APPRENTICESHIP

3.1 Job Description

In this chapter, there are several descriptions of while carrying out apprenticeship. Apprenticeship was carried out for 4 months, starting from January 20th, to May 23rd 2025, at the PT. RAPP in the Hotel Unigraha Business Unit. During apprenticeship at the hotel, the author was placed in the Housekeeping, Hrd and Engineering Department.

During the implementation of the apprenticeship, there were many opportunities given by each department to the author to be able to complete the task. As well as a lot of new knowledge and experience that can be taken in the world of work. To make it clearer and easier to report the that have been carried out, here are some descriptions of weekly, so that any work done can be reported clearly in detail.

3.1.1 Housekeeping Department

There were several jobs given in the Housekeeping Department as an admin:

1. Making Store request
2. Making Purchase Request
3. Updating room status
4. Creating Inventory
5. Creating Log book
6. Updating laundry revenue

3.1.2 Human Resource Development (HRD)

There are several jobs given in the Human Resource Development:

1. Making Store Request and Purchasse Request
2. Making Internal transfer
3. Making Employee training preparation
4. Inputting Employee Annual Leave (AL)
5. Inputting Employee Overtime (OT)

6. Managing Fuel Expense
7. Monitoring Employee Fingerprint Attendance
8. Creating and Posting Written Reminders

3.1.3 Engineering

There are several jobs given in the Engineering department:

1. Making Store request
2. Making Purchase request
3. Monitoring, Following Up, and Documenting
4. Making Daily corrective maintenance report

3.2 Place of Apprenticeship

Practical Work is carried out after students occupy semester VI, while the apprenticeship last for approximately 4 months at PT Riau Andalan Pulp and Paper (PT. RAPP) Jl. Lintas Timur, Pangkalan Kerinci, Pelalawan Regency, Riau 28300, Indonesia, Tel: +62-761-491-000, Fax: +62-761-491-846. The carried out by the author during practice is at Hotel Unigraha Business Unit, HK, HR & ENG Departement. With working hour starting at 08.00 to 17.00 WIB for Monday-Friday and from 08.00 to 12.00 WIB for Saturday.

3.3 System and Procedure

3.3.1 Housekeeping Departement

1. Making Store Request Form

Store Request (SR) is a form used to request items that are already available in the warehouse or storage. This form is usually used by departments that need items for their daily work or operations. The form lists the needed items along with the quantity of each.

At Hotel Unigraha, the Store Request (SR) form is created using the Power Pro application. This system has been specifically configured to match the hotel's operational standards and requirements.

Here's of the process:

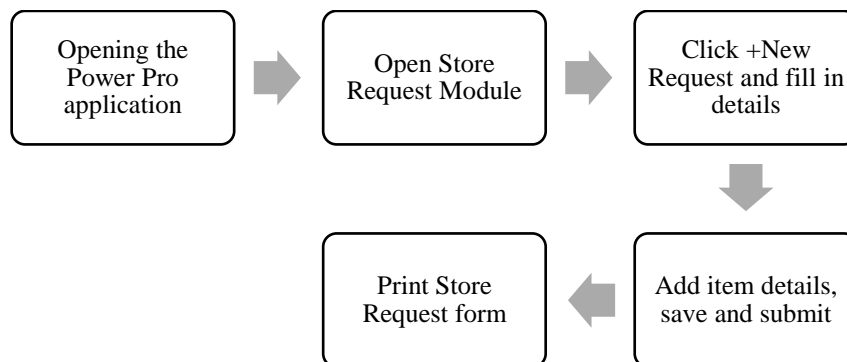


Figure 3.1 Working Procedures of Making Store Request Form

2. Making Purchase Request Form

A Purchase Request is an internal form used in this hotel to ask for the purchase of goods or services. It is the first step in the buying process and helps get approval from the appropriate department before making a purchase.

At Hotel Unigraha, the process of creating a Purchase Request is done through the Power Pro application, which has been configured according to the hotel's standard operating procedures.

Here's of the process:

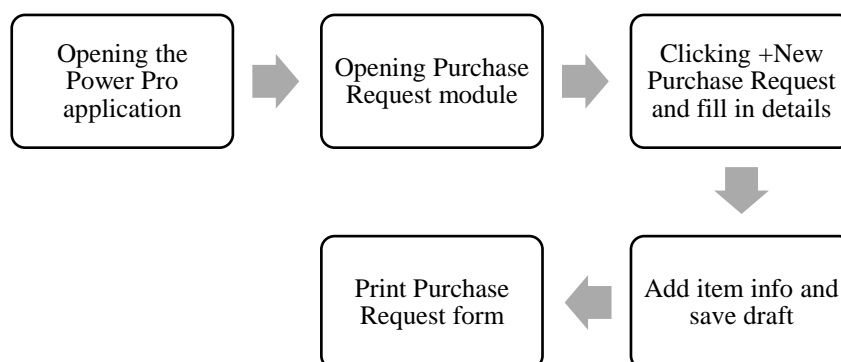


Figure 3.2 Working Procedures of Making Purchase Request Form

3. Updating Room Status

The Housekeeping Admin has an important role in keeping room status information accurate and up to date.

Here's of the process:

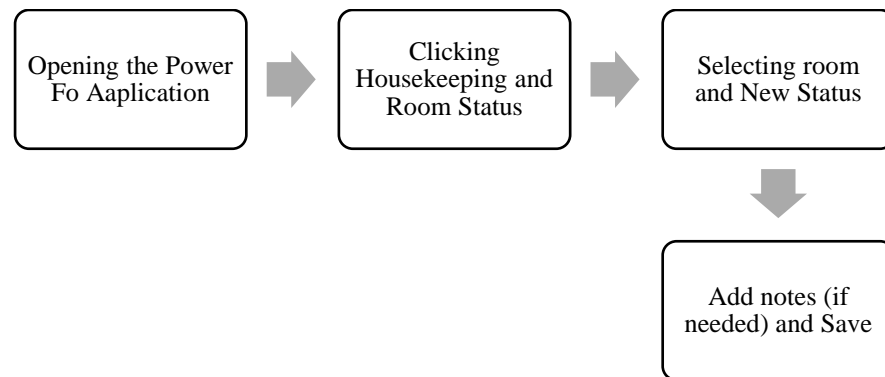


Figure 3.3 Working Procedures of Updating Room Status

4. Managing Inventory

Below are the typical steps taken by the housekeeping admin in managing inventory:

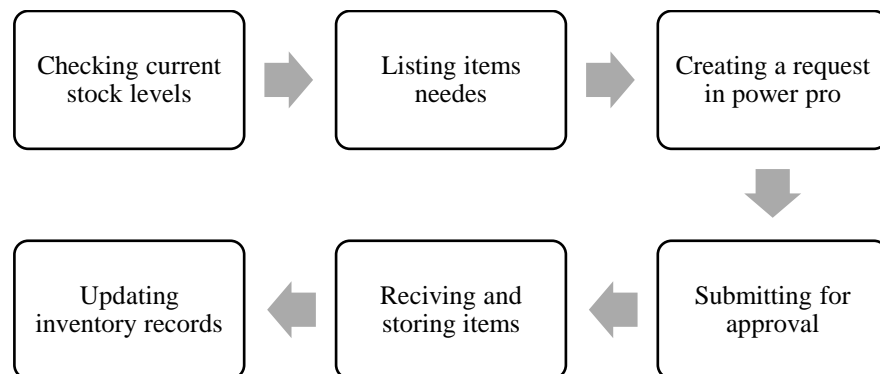


Figure 3.4 Working Procedures of Managing Inventory

5. Managing Attandance Log Book

A housekeeping admin plays an important role in handling administrative tasks related to staff attendance and leave management. One of their key responsibilities is to record leave requests from housekeeping

staff in a dedicated log book and submit it to the HR department for approval.

Here's of the process:

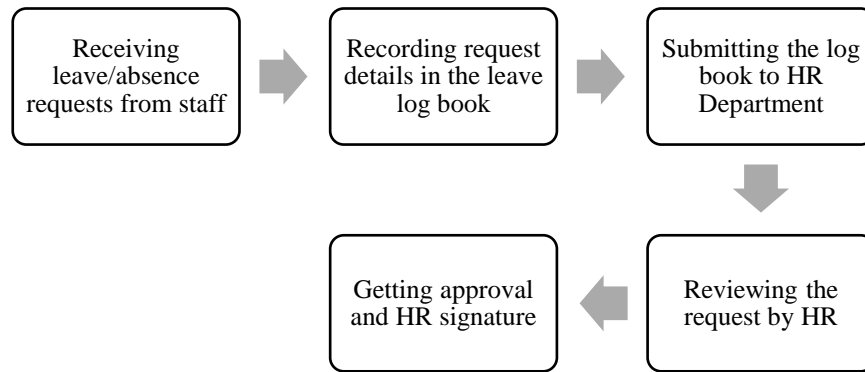


Figure 3.5 Working Procedures of Managing Staff Attendance

6. Updating Laundry Revenue

A housekeeping admin is responsible for keeping accurate records of laundry operations, including the laundry revenue.

Here's of the process:

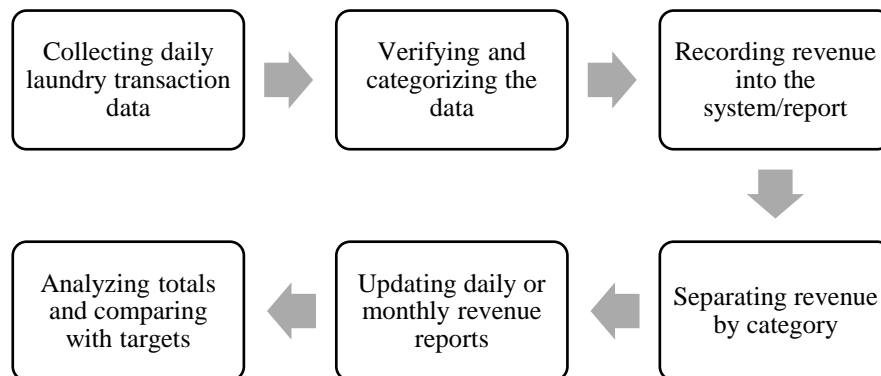


Figure 3.6 Working Procedures of Updating Laundry Revenue

3.3.2 Human Resource Development

1. Making Store Request and Purchase Request

The Human Resources (HR) staff is not only responsible for managing human resources but also supports the office's operational needs through administrative tasks. One of these responsibilities includes

preparing Store Requisitions (SR) and Purchase Requisitions (PR). Below is a breakdown of their duties:

1. Identifying Operational Needs

The HR team also identifies items needed for office and operational purposes, such as stationery, administrative forms, cleaning supplies, or other urgent needs.

2. Creating SR (store request)

- If the required items are available in the internal warehouse, the HR team fills out an SR (Store Requisition) form to request the release of goods.
- The SR form includes details such as the item name, quantity, purpose of use, and the department requesting it.

3. Creating PR (purchase request)

- If the item is not available in stock or is a new item, the HR staff prepares a PR (Purchase Requisition) to request the item from the purchasing department.
- The PR includes item specifications, quantity, estimated cost, and the reason for the request.

2. Making Internal Transfer

The Human Resources (HR) team plays an important role in ensuring that food and beverage needs for daily operations and special events are well managed.

This process involves:

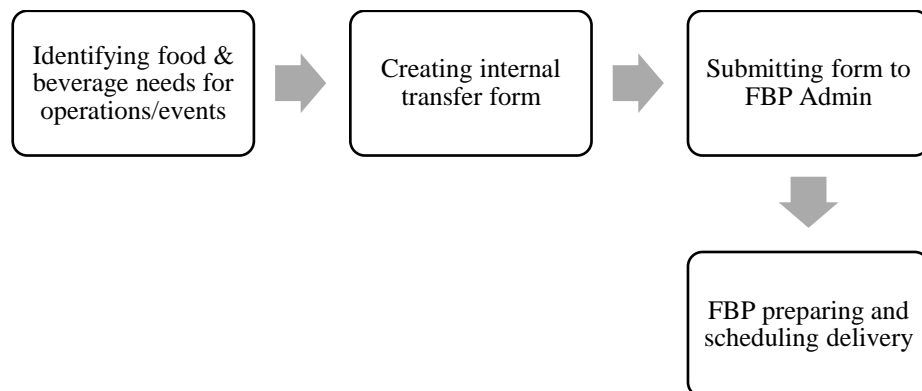


Figure 3.7 Working Procedures of Making Internal Transfer Form

3. Preparing Employee Training

The Human Resources Department (HRD) is responsible for planning and organizing training programs to improve employee skills.

This process involves:

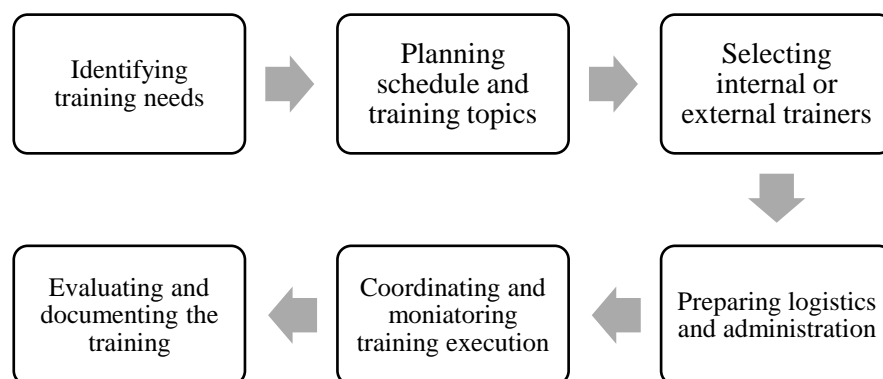


Figure 3.8 Working Procedures of Making Purchase Request Form

4. Inputting Employee Annual Leave (AL)

One of the HR team's duties is to record and manage employee annual leave data.

This process involves:

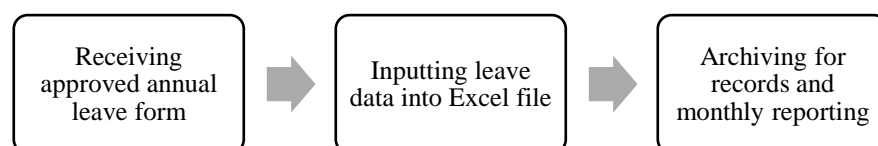


Figure 3.9 Working Procedures of Inputting Employee Annual Leave

5. Inputting Employee Overtime (OT)

The HR team is responsible for recording and managing employee overtime (OT) data as part of attendance administration and payroll processing.

The process includes:

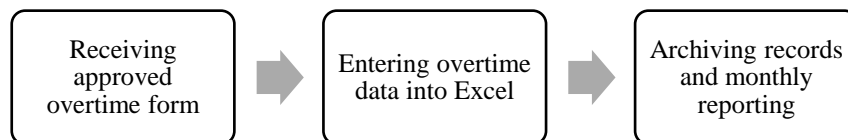


Figure 3.10 Working Procedures of Inputting Employee Overtime

6. Managing Fuel Expense

The HR team also handles administrative tasks related to fuel expense receipts used for hotel operational transportation.

The process includes:

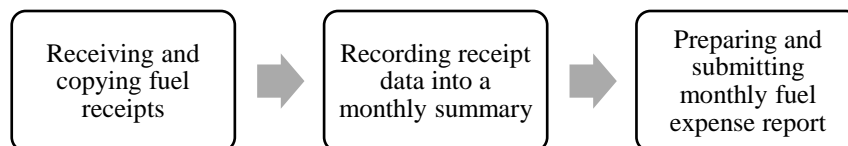


Figure 3.11 Working Procedures of Managing Fuel Expense

7. Monitoring Employee Fingerprint Attendance

The HR team is responsible for monitoring and ensuring attendance discipline through the fingerprint system (tab in & tab out).

This process includes:

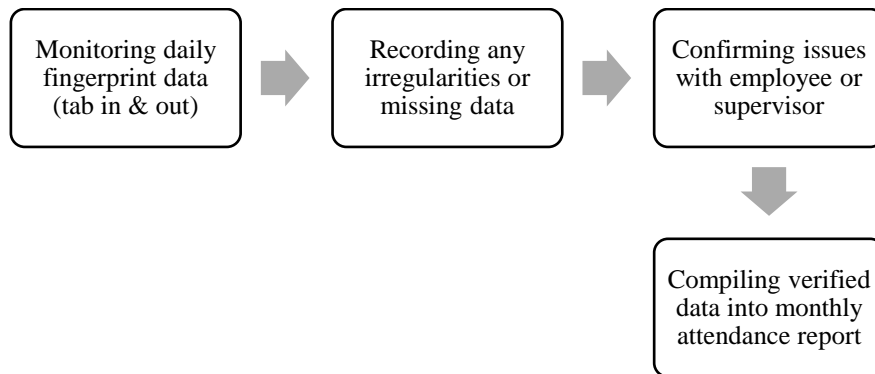


Figure 3.12 Working Procedures of Monitoring Fingerprint Attendance

8. Creating and Posting Written Reminders

The HR team is responsible for creating printed reminders to inform or remind employees about important rules, procedures, or workplace conduct.

The process includes:

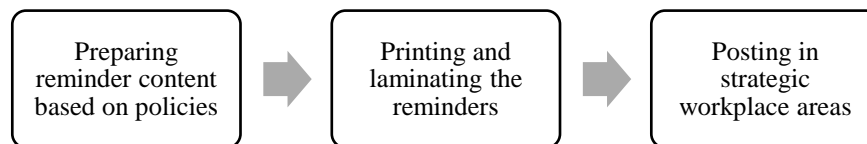


Figure 3.13 Working Procedures of Creating Reminders

3.3.3 Engineering Departement

1. Making Store Request (SR) and Purchase Request (PR)

The Engineering Admin plays an important role in the procurement process for goods and services required to support the daily operations of the engineering department. This task involves creating two main documents: SR (Store Request) and PR (Purchase Request).

Procedure and Process:

1. Identifying needs

Technicians or the engineering supervisor inform the admin of any required tools, materials, or services such as equipment, electrical items, pipes, lubricants, or spare parts.

2. Creating Store Request (SR)

The admin completes an SR form based on the request. The form includes:

- Item name
- Quantity
- Specifications
- Purpose of use
- Required date

3. Submitting of Store Request form (SR)

The completed SR is submitted to the Chief Engineering or Supervisor for review and approval.

4. Creating a Purchase Request form (PR)

Once the SR is approved, the admin creates a PR to formally request the purchasing department to proceed with the procurement. The PR contains verified information from the SR.

5. Submitting Purchase Request form to Purchasing

The PR is forwarded to the purchasing team to process the purchase or check internal stock availability.

6. Monitoring and Follow-Up

The admin monitors the status of the order and delivery. If any issues arise, they coordinate with purchasing or the supplier to resolve them.

7. Documenting and Archiving

All Store Request and Purchase Request documents are recorded and filed for monthly reporting, audits, and internal reviews.

2. Monitoring, Following Up, and Documenting

Engineering Admin Responsibilities in Monitoring, Following Up, and Documenting Field Work and Complaint Handling.

The Engineering Admin plays a key role in supporting field engineers by performing the following tasks:

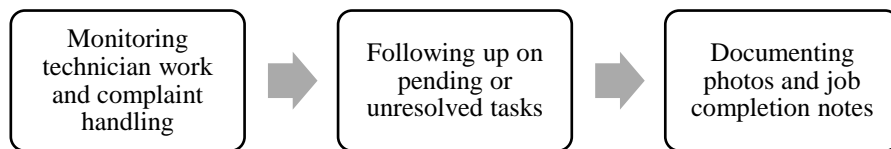


Figure 3.14 Working Procedures of Monitoring, Following up and Documenting

1. Monitoring Work and Complaints

Tracks the progress of all technician activities, including routine maintenance, repairs, and complaint handling from other departments, employees, or guests.

2. Following Up on Tasks

Follows up on unfinished jobs or unresolved complaints to ensure technicians complete their tasks according to standards and timelines.

3. Documenting of Photos and Notes

Collects and stores visual documentation (before-and-after photos), along with written notes describing the problem, actions taken, and job completion status.

3. Making Daily Corrective Maintenance Report

The Engineering Admin is responsible for preparing daily reports on corrective maintenance activities performed by technicians. Corrective maintenance involves repairs to unexpected equipment or facility issues.

Here's of the process:

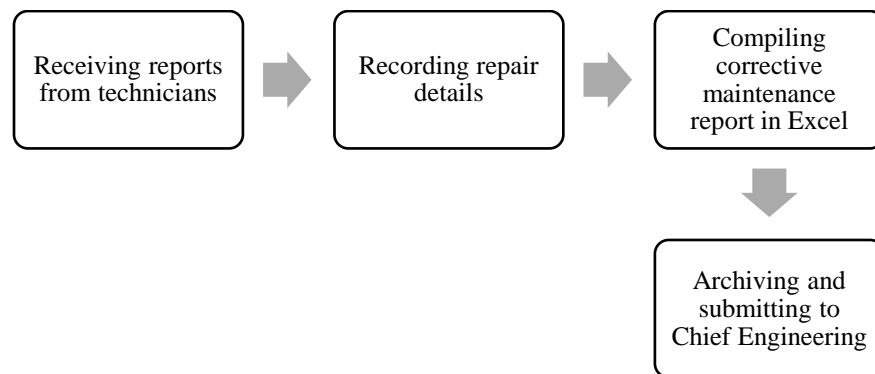


Figure 3.15 Working Procedures of Making Daily Corrective Maintenance Report

1. Receiving Reports from Technicians

The admin collects information from technicians about any repair work done, including the issue found, the cause, and the corrective actions taken.

2. Recording Work Details

- Date and time of repair
- Location of the issue
- Type of problem
- Actions taken
- Job status (completed/in progress)

3. Creating Corrective Maintenance Reports

The report is compiled daily or every two days in Excel, listing all corrective maintenance tasks performed during that period.

4. Archiving and Report Submission

Reports are saved (digitally or printed) and submitted to the Chief Engineering as part of routine monitoring and performance evaluation.

4. Involving Direct Field Support

Although an engineering admin's main responsibility is administrative, they may also assist directly in the field under certain conditions.

Here's of the process:

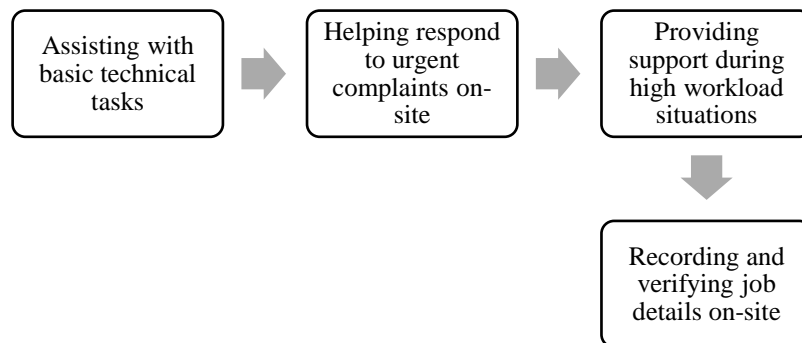


Figure 3.16 Working Procedures of Involving Direct Field Support

1. Helping with Basic Technical Tasks

The admin supports technicians with light duties such as carrying tools, preparing equipment, checking conditions, or cleaning up the work area after repairs.

2. Assisting in Complaint Handling

For urgent complaints, the admin may go on-site with the technician to help with the initial response, communicate issues, and assist in resolving the problem.

3. Providing Extra Hands When Needed

During high workloads or limited manpower, the admin helps in the field to ensure jobs are completed more quickly and efficiently.

4. Bridging Field Work and Administration

By being present on-site, the admin can directly record job details and verify information for accurate reporting.

3.4 Kind and Description of the Activity

The daily activity at PT. RAPP in Hotel Unigraha business unit can be seen in the tables below:

Table 3.1 Daily Activities of 20 January to 25 January 2025

No	Date and Time	Description of	Assignor
1	Monday, 20 January 2025	1. Training safety induction 2. Signed proposal and getting ID Badge as an identification during the internship program.	Internship supervisor
2	Tuesday, 21 January 2025	Off (KOM)	-
3	Wednesday, 22 January 2025	1. An orientation tour of the hotel is conducted to help interns understand the layout and departments of the hotel. 2. Introduced to the General Manager, head of departments, mentor, and staff from all departments.	Hrd
4	Thursday, 23 January 2025	(Dept.Housekeeping-Admin) 1. Participate in morning briefing and daily evaluation 2. Record employee leave form requests and overtime letters in a notebook to be submitted to HR for approval. 3. Organized printed purchase requisitions into bundled folders to keep them tidy. As the old folders are full, the contents are moved to storage and replaced with the latest purchase requisitions. 4. Trained in preparing Purchase Requests (PR) and processing them through the General Manager's Office (GMO) for approval by Cost Control, the Head of GMO, and the General Manager. 5. Prepared a work instruction manual for operating cleaning machines and equipment commonly used by housekeeping staff.	Mentor
5	Friday, 24 January 2025	1. Participate in morning briefing and daily evaluation. 2. Updated the room status from 'Vacant Dirty' to 'Vacant Clean' and then to 'Vacant Ready' after cleaning was completed.	Mentor

No	Date and Time	Description of	Assignor
		3. Received pre-ordered housekeeping items and checked stock and supplies in the storage using inventory cards. 4. Updated the room status from 'Vacant Dirty' to 'Vacant Clean' and then to 'Vacant Ready' after cleaning was completed.	
6	Saturday, 25 January 2025	1. Participate in morning briefing and daily evaluation. 2. Checked stock in storage, matched it with inventory cards, and noted items that needed to be reordered. 3. Organized previously ordered items in the storage area. 4. Used the Timesheet Management System to input this month's laundry revenue, based on the employees in charge.	Mentor

Table 3.2 Daily Activities of 27 January to 1 February 2025

No	Date and Time	Description of	Assignor
1	Monday, 27 January 2025	Public Holiday	
2	Tuesday, 28 January 2025	1. Participate in morning briefing and daily evaluation. 2. Updated the room status from 'Vacant Dirty' to 'Vacant Clean' and then to 'Vacant Ready' after cleaning was completed. 3. Checked chemical supplies in the storage using inventory cards. 5. Recorded overtime for employees who worked yesterday on a public holiday. 6. Used the Timesheet Management System to input this month's laundry revenue for the fourth week, specifically on the 25th, 26th, and 27th, based on the employees in charge. 7. Filled out the handover log for employees on leave, for HR documentation and approval. 8. Trained in preparing Purchase Requests (PR) and processing them through the General Manager's Office (GMO) for approval by Cost Control, the Head of GMO, and the General Manager	Mentor
3	Wednesday, 29 January 2025	Public Holiday	

No	Date and Time	Description of	Assignor
4	Thrusday, 30 January 2025	1. Participate in morning briefing and daily evaluation. 2. Checked stock in storage, matched it with inventory cards, and noted items that needed to be reordered. 3. Recorded overtime for employees who worked yesterday on a public holiday. 4. Record employee leave form requests and overtime letters in a notebook to be submitted to HR for approval. 5. Submitted approved SR forms to the storeman, collected the requested items, and properly arranged them in the storage area. 6. Updated the room status from 'Vacant Dirty' to 'Vacant Clean' and then to 'Vacant Ready' after cleaning was completed.	Mentor
5	Friday, 31 January 2025	1. Participate in morning briefing and daily evaluation. 2. Continued updating the laundry revenue report in the Timesheet Management System, finalizing data up to the 30 th . 3. Checked stock in storage, matched it with inventory cards, and noted items that needed to be reordered. 4. Update a monthly cleaning schedule checklist for the Housekeeping office and chemical storage area to ensure regular maintenance.	Mentor
6	Saturday, 1 February 2025	Day Off	

Table 3.3 Daily Activities of 3 February to 8 February 2025

No	Date and Time	Description of	Assignor
1	Monday, 3 February 2025	1. Participate in morning briefing and daily evaluation. 2. Checked stock in storage, matched it with inventory cards, and noted items that needed to be reordered. 3. Updated the room status from 'Vacant Dirty' to 'Vacant Clean' and then to 'Vacant Ready' after cleaning was completed. 4. Finalized the laundry revenue report by continuing the data entry in the Timesheet	Mentor

No	Date and Time	Description of	Assignor
		Management System through to the 31st, as a continuation of the previous report. 5. Compiled the January 2025 training record by entering attendance from training sessions and morning briefings into a well-organized Excel table.	
2	Tuesday, 4 February 2025	(HRD Departement) 1. Attended the Housekeeping morning briefing to observe and distribute an official memo on the updated company policies. 2. Assigned to the HR department to organize last month's employee leave forms alphabetically for archiving. 3. Processed copies of fuel payment receipts for each operational driver and compiled them into a single file for monthly reports and archives. 4. Created a Store Request (SR) to order office stationery that was out of stock or below minimum inventory levels. 5. Delivered the SR form to the GMO for approval and retrieved previously approved forms. 6. Created a schedule on the whiteboard outlining the head of HRD and team's agenda for February 2025.	Mentor
3	Wednesday, 5 February 2025	1. Attended the morning briefing at the Engineering Workshop to oversee the session and distribute a memo on the hotel's updated company policies. 2. Reviewed fingerprint-based attendance records of all hotel employees using the Timesheet Management System (TMS). A lunch allowance deduction of Rp18,500 is applied for late arrivals or missing fingerprint entries. 3. Checked approved SR forms at the GMO office, submitted them to the storeman at the main store, and collected the ordered items. 4. Prepared the training attendance sheet and participated	Mentor

No	Date and Time	Description of	Assignor
		in the 'Handling Guest Complaints' training session with the HR Head and employees, held in the Bengkalis Room.	
4	Thrusday, 6 February 2025	1. Verified the approval status of documents previously delivered to the GMO office. 2. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department. 3. Organized the HRD storage room by tidying documents, stationery, bundles, and other items to ensure a neat and clean appearance. 4. Input employee attendance records for weekdays, weekends, and public holidays to be used for archival and reporting. 5. Created laminated cleanliness reminder signs and displayed them in the men's and women's employee locker rooms. 6. Conducted interviews with prospective interns from Mutiara Harapan School for internship placements at the hotel.	Mentor
5	Friday, 7 February 2025	1. Disseminated information on the updated hotel regulations to administrative staff in all departments. 2. Assisted the FBP team in meal preparation for an event at ALI (April Learning Institute). 3. Prepared the training attendance sheet and participated in the 'Handling Guest Complaints' training session with the HR Head and employees.	Mentor
6	Saturday, 8 February 2025	Day Off	

Table 3.4 Daily Activities of 10 February to 15 February 2025

No	Date and Time	Description of	Assignor
1	Monday, 10 February 2025	1. Guided Mutiara Harapan School interns around the hotel and introduced them to each department. 2. After the tour, I escorted each intern to their assigned department and introduced them to their mentor.	Mentor

No	Date and Time	Description of	Assignor
		3. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.	
2	Tuesday, 11 February 2025	1. Prepared and accompanied Mutiara Harapan School interns to attend a training session about Unigraha Hotel and its departments. 2. Recorded the number of employees in each department to assist in planning the distribution of new uniforms. 3. Filed employee absence documents including leave, permission, and sick forms into hanging folders arranged alphabetically. 4. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.	Mentor
3	Wednesday, 12 February 2025	1. Continued organizing employee absence files into hanging folders arranged alphabetically. 2. Participated in training on 'Hospitality Mindset'. 3. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.	Mentor
4	Thrusday, 13 February 2025	1. Assisted employees in collecting pay slips by providing a handover form for signature as confirmation of receipt. 2. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department. 3. Copied fuel payment receipts from drivers of hotel operational vehicles, filed them for archiving, and used them for monthly reporting. 4. Replaced damaged archive bundle templates by creating new ones.	Mentor
5	Friday, 14 February 2025	1. Picked up the PT. NMP invoice from the front office. 2. Delivered salary slip envelopes to the HRD office at the Mill office for payroll processing.	Mentor

No	Date and Time	Description of	Assignor
		<p>3. Went to the ALI office in the IT department to deliver a faulty computer component for inspection.</p> <p>4. Checked whether the documents previously submitted to the GMO office have been approved.</p> <p>5. Created and printed internship certificates for students from Mutiara Harapan School and Universitas Negeri Medan upon completion of their internships at Unigraha Hotel.</p> <p>6. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.</p>	
6	Saturday, 15 February 2025	<p>1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>2. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.</p>	Mentor

Table 3.5 Daily Activities of 17 February to 22 February 2025

No	Date and Time	Description of	Assignor
1	Monday, 17 February 2025	<p>1. Compiled staff annual leave data from 2020 to 2025 in Microsoft Excel, based on information from written leave forms.</p> <p>2. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.</p> <p>3. Copied fuel payment receipts from drivers of hotel operational vehicles, filed them for archiving, and used them for monthly reporting.</p> <p>4. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p>	Mentor

No	Date and Time	Description of	Assignor
2	Tuesday, 18 February 2025	<ul style="list-style-type: none"> 1. Updated and organized the cleaning schedule checklist for the office. 2. Checked approved SR forms at the GMO office, submitted them to the storeman at the main store, and collected the ordered items. 3. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department. 4. Continued updating the staff annual leave records from 2020 to 2025. 	Mentor
3	Wednesday, 19 February 2025	<ul style="list-style-type: none"> 1. Continued updating the staff annual leave records from 2020 to 2025. 2. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services. 3. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department. 	Mentor
4	Thrusday, 20 February 2025	<ul style="list-style-type: none"> 1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services. 2. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department. 3. Continued updating the staff annual leave. 4. Attended the General Staff Meeting (GSM) in the Batam Room. 	Mentor
5	Friday, 21 February 2025	<ul style="list-style-type: none"> 1. Submitted documents to the Marcom office for review and processing. 2. Attended the Food and Beverage Service (fbs) department's afternoon briefing to oversee the session and distribute memos on updated company policies at the hotel. 	Mentor

No	Date and Time	Description of	Assignor
		3. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department. 4. Participated in a religious event commemorating Isra' Mi'raj, held in the Batam Room.	
6	Saturday, 22 February 2025	Day Off	

Table 3.6 Daily Activities of 24 February to 1 March 2025

No	Date and Time	Description of	Assignor
1	Monday, 24 February 2025	1. Sorted and filed annual tax (SPT) forms in alphabetical order and according to department. 2. Visited the APY (Asia Pacific Yarn) factory to review the site and discuss the planned design of new hotel staff uniforms with the production team. 3. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services. 4. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.	Mentor
2	Tuesday, 25 February 2025	1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services. 2. Checked whether the documents previously submitted to the GMO office have been approved. 3. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.	
3	Wednesday, 26 February 2025	1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.	

No	Date and Time	Description of	Assignor
		<p>2. Prepared an Excel table documenting the handover of employee payslips from July 2024 to January 2025.</p> <p>3. Recorded employee overtime (OT) data in Excel, based on written forms, detailing time and total hours for use in monthly reports and official records.</p> <p>4. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.</p>	
4	Thrusday, 27 February 2025	<p>1. Created a Google Form to collect personal data from all employees, including information about themselves, their spouses, and children.</p> <p>2. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.</p> <p>3. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>4. Participated and contributed to the hotel's 'Pulang Kampung'-themed street food event by assisting the FBP department in the restaurant, preparing kaya and durian toast.</p>	Mentor
5	Friday, 28 February 2025	<p>1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>2. Participated in a communal cleanup of the parking area and assisted in digging to bury damaged items such as glassware, stone, metal, and other materials from the Housekeeping, Engineering, FBP, and other departments</p> <p>3. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.</p>	Mentor

No	Date and Time	Description of	Assignor
6	Saturday, 1 March 2025	<p>1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>2. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>3. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.</p> <p>4. Compiled a report of staff absences for February as part of monthly closing documentation.</p>	Mentor

Table 3.7 Daily Activities of 3 March to 8 March 2025

No	Date and Time	Description of	Assignor
1	Monday, 3 March 2025	<p>1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>2. Handled employee clearance at the Kopkar office in Rukan.</p> <p>3. Visited Pulau Payung Weaving Factory to collect the receipt for woven materials ordered for the production of the hotel bellboy's new uniforms.</p> <p>4. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.</p>	Mentor
2	Tuesday, 4 March 2025	<p>1. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.</p> <p>2. Compiled the monthly staff report for PT. Yose and PT. NMP covering the period of February.</p> <p>3. Organized the new first aid kits for distribution to all departments.</p>	Mentor

No	Date and Time	Description of	Assignor
		<p>4. Collected new hanging maps from Receiving to replace damaged old ones.</p> <p>5. Listed the names and SAP numbers of all staff on each new hanging map.</p>	
3	Wednesday, 5 March 2025	<p>1. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.</p> <p>2. Continued recording staff names and SAP numbers for attachment to the new hanging maps.</p> <p>3. Moved employee files from the old hanging maps to the new ones and arranged them alphabetically.</p>	Mentor
4	Thrusday, 6 March 2025	<p>1. Reviewed and updated the office cabinet inventory to maintain minimum stock levels.</p> <p>2. Introduced a new intern from UNP by providing a hotel tour, presenting all departments, instructing on the door access system, and escorting them to the Marcom office where the internship is conducted.</p> <p>3. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.</p>	Mentor
5	Friday, 7 March 2025	<p>1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>2. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.</p> <p>3. Delivered documents to the GMO office for approval.</p>	Mentor
6	Saturday, 8 March 2025	<p>1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>2. Created an internal transfer list for distributing iftar meals to</p>	Mentor

No	Date and Time	Description of	Assignor
		interns and ta'jil to Muslim employees during Ramadan. 3. Checked whether the documents previously submitted to the GMO office have been approved.	

Table 3.8 Daily Activities of 10 March to 15 March 2025

No	Date and Time	Description of	Assignor
1	Monday, 10 March 2025	1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services. 2. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.	Mentor
2.	Tuesday, 11 March 2025	1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services. 2. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan. 3. Delivered donation forms and envelopes containing the list of contributing employees to support a staff member whose parent was involved in an accident.	Mentor
3	Wednesday, 12 March 2025	Off (Sick)	
4	Thrusday, 13 March 2025	1. Participated in a committee meeting in the Bengkalis Room to plan the Unigraha Hotel staff and family Ramadan iftar event. 2. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan. 3. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.	Mentor

No	Date and Time	Description of	Assignor
5	Friday, 14 March 2025	1. Attended a training session at the HRD office discussing employee overtime procedures. 2. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services. 3. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.	Mentor
6	Saturday, 15 March 2025	Day Off	

Table 3.9 Daily Activities of 17 March to 22 March 2025

No	Date and Time	Description of	Assignor
1	Monday, 17 March 2025	1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services. 2. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan. 3. Attended a meeting in Sebangka Room to discuss the disbandment of the iftar event committee. 4. Organized the HRD office storage room containing archived files and other materials.	Mentor
2	Tuesday, 18 March 2025	1. Inspected the Employee Dining Room (EDR) following a report of a snake sighting, and coordinated with Pest Control and Maintenance teams for further action. 2. Attended a meeting in the Batam Room to discuss the formation of a new committee for the upcoming hotel Unigraha staff and family iftar gathering. 3. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.	Mentor
3	Wednesday, 19 March 2025	1. Participated with the HRD representative in the spiritual	Mentor

No	Date and Time	Description of	Assignor
		counseling event for the Christian community of the Unigraha Hotel family, held in the Batam Room. 2. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan. 3. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.	
4	Thrusday, 20 March 2025	1. Went to Asia Pacific Yarn (APY) to revise the safety uniform samples for the Engineering and Steward departments. 2. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan. 3. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.	Mentor
5	Friday, 21 March 2025	1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services. 2. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan. 3. Checked whether the documents previously submitted to the GMO office have been approved.	Mentor
6	Saturday, 22 March 2025	Day Off	

Table 3.10 Daily Activities of 24 March to 29 March 2025

No	Date and Time	Description of	Assignor
1	Monday, 24 March 2025	1. Participated in the preparation of the iftar event at Lobby Two, assigned to the equipment section and tasked with	Mentor

No	Date and Time	Description of	Assignor
		<p>welcoming guests during the event.</p> <p>2. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>3. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.</p> <p>4. Delivered documents to the GMO office for approval.</p>	
2	Tuesday, 25 March 2025	<p>1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>2. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.</p>	Mentor
3	Wednesday, 26 March 2025	<p>1. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>2. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.</p>	Mentor
4	Thrusday, 27 March 2025	<p>1. Delivered documents to the GMO office for approval.</p> <p>2. Checked whether the documents previously submitted to the GMO office have been approved.</p> <p>3. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.</p> <p>4. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.</p>	Mentor

No	Date and Time	Description of	Assignor
5	Friday 28 March 2025	1. Delivered documents to the GMO office for approval. 2. Checked whether the documents previously submitted to the GMO office have been approved. 3. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services. 4. Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.	Mentor
6	Saturday, 29 March 2025	Day Off	

Table 3.11 Daily Activities of 7 April to 12 April 2025

No	Date and Time	Description of	Assignor
1	Monday, 7 April 2025	1. Collected and copied fuel payment receipts from hotel drivers, filed them for record-keeping, and prepared them for monthly reports. 2. Delivered documents to the GMO office for approval. 3. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.	Mentor
2	Tuesday, 8 April 2025	1. Compiled the monthly staff report for PT. Yose and PT. NMP covering the period of March. 2. Compiled staff Outsourcing annual leave data from 2023 to 2025 in Microsoft Excel, based on information from written leave forms. 3. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.	Mentor
3	Wednesday, 9 April 2025	1. Continue compiled staff Outsourcing annual leave data from 2023 to 2025 in Microsoft Excel, based on information from written leave forms. 2. Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.	Mentor

No	Date and Time	Description of	Assignor
		3. Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.	
4	Thrusday, 10 April 2025	<p>(Engineering Dept-Admin)</p> <p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Went to the Front Office to request a list of rooms eligible for TV cable upgrade.</p> <p>3. Accompanied the Head of Department and Supervisor on a visit to PTSI.</p> <p>4. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).</p>	Mentor
5	Friday, 11 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p> <p>3. Delivered documents to the GMO office for approval.</p> <p>4. Developed a detailed project timeline for the construction of the new tennis court.</p> <p>5. Participated in a gotong royong (community clean-up) event with all staff to clean the motorcycle parking area.</p>	Mentor
6	Saturday, 12 April 2025	Day Off	

Table 3.13 Daily Activities of 14 April to 19 April 2025

No	Date and Time	Description of	Assignor
1	Monday, 14 April 2025	Off (leave permission)	
2	Tuesday, 15 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Created room inspection report.</p> <p>3. Checked whether the documents previously submitted to the GMO office have been approved.</p> <p>4. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	Mentor
3	Wednesday, 16 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p> <p>4. Attended training on Communication in the hospitality industry.</p>	Mentor
4	Thursday, 17 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p>	Mentor

No	Date and Time	Description of	Assignor
		<p>2. Attended coordination meeting between Hotel Unigraha and KIK (Kawasan Industri Kampar) to discuss live fish, wastewater treatment (IPAL), and soil retention.</p> <p>3. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).</p> <p>4. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	
5	Friday, 18 April 2025	Public Holiday	
6	Saturday, 19 April 2025	Day Off	

Table 3.14 Daily Activities of 21 April to 26 April 2025

No	Date and Time	Description of	Assignor
1	Monday, 21 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	Mentor
2	Tuesday, 22 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p>	Mentor

No	Date and Time	Description of	Assignor
		<p>2. Progressively compiled the Daily Corrective Maintenance Report for the month of April.</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	
3	Wednesday, 23 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Progressively compiled the Daily Corrective Maintenance Report for the month of April.</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	Mentor
4	Thrusday, 24 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Progressively compiled the Daily Corrective Maintenance Report for the month of April.</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	Mentor
5	Friday, 25 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Created room inspection report.</p>	Mentor

No	Date and Time	Description of	Assignor
		3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	
6	Saturday, 26 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p> <p>3. Delivered documents to the GMO office for approval.</p> <p>4. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).</p>	Mentor

Table 3.15 Daily Activities of 28 April to 3 May 2025

No	Date and Time	Description of	Assignor
1	Monday, 28 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	Mentor

No	Date and Time	Description of	Assignor
		<p>4. Checked whether the documents previously submitted to the GMO office have been approved.</p> <p>5. Participated in the HRD department's General Staff Meeting (GSM) event as a contestant in the group dance and solo singing competitions.</p>	
2	Tuesday, 29 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p> <p>3. Received a donation envelope and name list from the HRD department for an employee whose father had passed away. The information was then conveyed to all Engineering staff, including the Head of Department and the Supervisor.</p>	Mentor
3	Wednesday, 30 April 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	Mentor

No	Date and Time	Description of	Assignor
		4. Progressively compiled the Daily Corrective Maintenance Report for the month of April.	
4	Thrusday, 1 May 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	Mentor
5	Friday, 2 May 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Repainted new plywood panels to be installed as a replacement for the damaged ceiling in front of the employee prayer room on the ground floor</p> <p>3. Prepared and laminated a printed warning sign advising staff and guests not to touch the fence currently being painted or recently painted by the Engineering team, as the paint is still wet.</p> <p>4. Delivered documents to the GMO office for approval.</p> <p>5. Checked whether the documents previously submitted to the GMO office have been approved.</p> <p>6. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and</p>	Mentor

No	Date and Time	Description of	Assignor
		maintenance requests for inclusion in the monthly report.	
6	Saturday, 3 May 2025	1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward. 2. Delivered documents to the GMO office for approval. 3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	Mentor

Table 3.16 Daily Activities of 5 May to 10 May 2025

No	Date and Time	Description of	Assignor
1	Monday, 5 April 2025	1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward. 2. Checked whether the documents previously submitted to the GMO office have been approved. 3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	Mentor
2	Tuesday, 6 May 2025	1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward. 2. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).	Mentor

No	Date and Time	Description of	Assignor
		<p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p> <p>4. Helped an engineer service the outdoor AC units on the first and second floors to ensure they were working properly.</p>	
3	Wednesday, 7 May 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	Mentor
4	Thrusday, 8 May 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p> <p>3. Participated in a training session on Single Phase Motors held at the Engineering Office, together with the entire hotel engineering team.</p> <p>4. Monitored and assisted in installing and replacing faulty garden lights with new ones.</p>	Mentor

No	Date and Time	Description of	Assignor
		5. Assisted in preparing the sound system for the street food event at the pool area. 6. Actively participated in the hotel street food event as a committee member, overseeing the kids' zone as the person in charge (PIC).	
5	Friday, 9 May 2025	1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward. 2. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request). 3. Joined a team effort with hotel staff representatives to clean and even out gravel near the motorcycle parking area, preparing the site for a new employee car parking lot.	Mentor
6	Saturday, 10 May 2025	Day Off	

Table 3.17 Daily Activities of 12 May to 17 May 2025

No	Date and Time	Description of	Assignor
1	Monday, 12 May 2025	Public Holiday	
2	Tuesday, 13 May 2025	1. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request). 2. Monitored and assisted in installing and replacing faulty garden lights with new ones.	Mentor
3	Wednesday, 14 May 2025	1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward. 2. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock	Mentor

No	Date and Time	Description of	Assignor
		<p>materials through SR (Store Request) and PR (Purchase Request).</p> <p>3. Delivered documents to the GMO office for approval.</p> <p>4. Assisted the Marcom Department as part of the organizing committee for the hotel's street food event by distributing promotional brochures at Post One to residents of the Riau Complex and nearby communities.</p> <p>5. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	
4	Thrusday, 15 May 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Progressively compiled the Daily Corrective Maintenance Report for the month of May 2025.</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p> <p>4. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).</p>	Mentor
5	Friday, 16 May 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Created preventive maintainance report.</p>	Mentor

No	Date and Time	Description of	Assignor
		3. Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request). 4. Delivered documents to the GMO office for approval. 5. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	
6	Saturday, 17 May 2025	Day Off	

Table 3.17 Daily Activities of 19 May to 23 May 2025

No	Date and Time	Description of	Assignor
1	Monday, 19 May 2025	1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward. 2. Compiled a consumption report for the Engineering Department based on Purchase Request (PR) data from 2023 to 2024. 3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	Mentor
2	Tuesday, 20 May 2025	1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward. 2. Compiled a consumption report for the Engineering Department based on Purchase Request (PR) data from 2023 to 2024. 3. Monitored, followed up, and documented the progress of engineers' on-site activities	Mentor

No	Date and Time	Description of	Assignor
		including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	
3	Wednesday, 21 May 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Compiled a consumption report for the Engineering Department based on Purchase Request (PR) data from 2023 to 2024.</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	Mentor
4	Thursday, 22 May 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.</p> <p>2. Compiled a consumption report for the Engineering Department based on Purchase Request (PR) data from 2023 to 2024.</p> <p>3. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p> <p>4. Presented the final report of the internship program in the Bengkalis Room, attended by the General Manager, HR team, and several Heads of Department who served as evaluators.</p>	Mentor
5	Friday, 23 May 2025	<p>1. Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day,</p>	Mentor

No	Date and Time	Description of	Assignor
		<p>and discuss improvements moving forward.</p> <p>2. Compiled a consumption report for the Engineering Department based on Purchase Request (PR) data from 2023 to 2024.</p> <p>3. Visited the mill to assist with the measurement process of the hotel owned container, which is planned to be upgraded by the engineering team.</p> <p>4. Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.</p>	

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

During my internship, I had the opportunity to observe and gain a comprehensive understanding of the various tasks performed in the Housekeeping, HRD, and Engineering Departments. Each department plays a vital role, with distinct responsibilities that collectively support the effective functioning of the organization. The kinds of jobs found in the Housekeeping, HRD, and Engineering Departments are different based on their functions. The Housekeeping Department is responsible for maintaining cleanliness and comfort in guest rooms and public areas. The HRD (Human Resources Department) handles employee-related tasks such as recruitment, training, and performance evaluation. Meanwhile, the Engineering Department is in charge of maintaining and repairing the hotel's technical systems and facilities.

I also acquired valuable knowledge about the standard working procedures implemented across these departments. These procedures are designed to promote efficiency, ensure safety, and maintain compliance with organizational standards. Gaining insight into these operational workflows provided me with a clearer perspective on how professional environments are structured and managed.

Furthermore, I became familiar with the key documents used within each department. These documents are crucial for maintaining accurate records, facilitating internal communication, and supporting day-to-day operations. Their consistent use reflects the organized and systematic nature of professional departmental management.

4.2 Suggestion

4.2.1 Suggestion for the Company

It is recommended that the company further optimize the role of interns by assigning them tasks that match their abilities. By doing so, interns can contribute more meaningfully and not be limited to only routine work. Providing more varied

assignments will also allow interns to gain broader insight into the different responsibilities within each department, helping them understand how each function supports overall operations.

Additionally, the company is encouraged to improve the orientation program at the start of the internship period. A structured and clear orientation will help interns better understand the workflow, responsibilities, and expectations in each department. Lastly, providing regular feedback throughout the internship will allow interns to track their progress, recognize areas for improvement, and develop their skills more effectively during their time with the company.

4.2.2 Suggestion for future interns

Interns are encouraged to begin their internship with a mindset that is open and ready to learn. It is important to understand that major responsibilities may not be given right away, so having a positive attitude and willingness to gain experience from every task is essential. Even the simplest tasks play an important role in daily operations, and learning how these tasks connect to the bigger picture can offer valuable insights. Interns should build strong work ethics from the start by being disciplined, responsible, and professional, as these are core values in any workplace.

Being proactive is also highly recommended. Rather than waiting for instructions, interns should take the initiative to ask questions, seek guidance, or offer help when possible. Establishing good communication and maintaining a respectful relationship with coworkers and supervisors will also make it easier to understand the work environment and feel more involved in the team. Maintaining a professional appearance and attitude throughout the internship is crucial for leaving a positive impression.

Interns should also prepare themselves mentally and physically, especially in fast-paced environments like the hotel industry, which requires discipline and quick adaptability. Making the most of the internship by learning as much as possible, keeping notes of key experiences, and building connections will help interns grow both personally and professionally.

BIBLIOGRAPHY

Politeknik Negeri Bengkalis-Riau 2017. "*Buku Panduan Kerja praktek (KP) Mahasiswa*". Bengkalis.

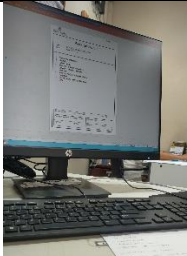


Reservation@unigraha.com. (2024). Hotel Unigraha


APPENDICES APPENDIX 1

Daily Activity Internship Program

Day : One week

Date : 23 – 25 January 2025

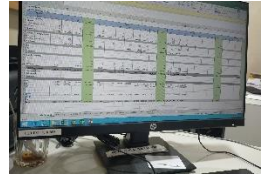
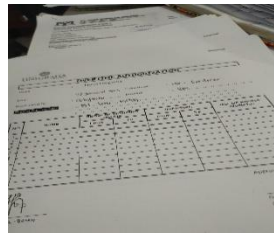

No	Date and time	Job description	Documentation
1	Thrusday, 23 January 2025	(Dept.Housekeeping-Admin) Prepared a work instruction manual for operating cleaning machines and equipment commonly used by housekeeping staff.	
5	Fryday, 24 January 2025	Updated the room status from 'Vacant Dirty' to 'Vacant Clean' and then to 'Vacant Ready' after cleaning was completed.	
6	Saturday, 25 January 2025	Checked stock in storage, matched it with inventory cards, and noted items that needed to be reordered.	


Supervisor	Signature
Etrawanto	

Daily Activity Internship Program

Day : One week

Date : 27 – 31 January 2025

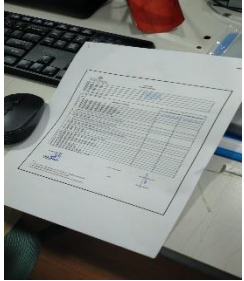

No	Date and time	Job description	Documentation
1	Monday, 27 January 2025	Public Holiday	
2	Tuesday, 28 January 2025	Used the Timesheet Management System to input this month's laundry revenue for the fourth week, specifically on the 25 th , 26 th , and 27 th , based on the employees in charge.	
3	Wednesday, 29 January 2025	Public Holiday	
4	Thursday, 30 January 2025	Record employee leave form requests and overtime letters in a notebook to be submitted to HR for approval.	
5	Friday, 31 January 2025	Checked stock in storage, matched it with inventory cards, and noted items that needed to be reordered.	
6	Monday, 3 February 2025	Compiled the January 2025 training record by entering attendance from training sessions and morning briefings into a well-organized Excel table.	

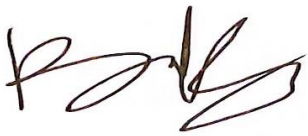
Supervisor	Signature
Etrawanto	

Daily Activity Internship Program

Day : One week

Date : 4 – 8 February 2025




No	Date and time	Job description	Documentation
1	Tuesday, 4 February 2025	(HRD Departement) Assigned to the HR department to organize last month's employee leave forms alphabetically for archiving.	
3	Wednesday, 5 February 2025	Reviewed fingerprint-based attendance records of all hotel employees using the Timesheet Management System (TMS). A lunch allowance deduction of Rp18,500 is applied for late arrivals or missing fingerprint entries.	
4	Thursday, 6 February 2025	Created a daily lunch internal transfer list for attending interns to submit to the FBP admin department.	
5	Friday, 7 February 2025	Prepared the training attendance sheet and participated in the 'Handling Guest Complaints' training session with the HR Head and employees.	
6	Saturday, 8 February 2025	Day Off	


HR Coordinator	Signature
Ignatius Bernard Ruslim	

Daily Activity Internship Program

Day : One week

Date : 10 – 15 February 2025


No	Date and time	Job description	Documentation
1	Monday, 10 February 2025	Guided Mutiara Harapan School interns around the hotel and introduced them to each department.	
2	Tuesday, 11 February 2025	Filed employee absence documents including leave, permission, and sick forms into hanging folders arranged alphabetically.	
3	Wednesday, 12 February 2025	Participated in training on 'Hospitality Mindset'.	
4	Thursday, 13 February 2025	Copied fuel payment receipts from drivers of hotel operational vehicles, filed them for archiving, and used them for monthly reporting.	
5	Friday, 14 February 2025	Created and printed internship certificates for students from Mutiara Harapan School and Universitas Negeri Medan upon completion of their internships at Unigraha Hotel.	
6	Saturday, 15 February 2025	Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.	


HR Coordinator	Signature
Ignatius Bernard Ruslim	

Daily Activity Internship Program

Day : One week

Date : 17 – 22 February 2025





No	Date and time	Job description	Documentation
1	Monday, 17 February 2025	Compiled staff annual leave data from 2020 to 2025 in Microsoft Excel, based on information from written leave forms.	
2	Tuesday, 18 February 2025	Updated and organized the cleaning schedule checklist for the office.	
3	Wednesday, 19 February 2025	Continued updating the staff annual leave records from 2020 to 2025.	
4	Thursday, 20 February 2025	Continued updating the staff annual leave.	
5	Friday, 21 February 2025	Attended the Food and Beverage Service (fbs) department's afternoon briefing to oversee the session and distribute memos on updated company policies at the hotel.	
6	Saturday, 22 February 2025	Day Off	


HR Coordinator	Signature
Ignatius Bernard Ruslim	

Daily Activity Internship Program

Day : One week

Date : 24 February – 1 March 2025

No	Date and time	Job description	Documentation
1	Monday, 24 February 2025	Visited the APY (Asia Pacific Yarn) factory to review the site and discuss the planned design of new hotel staff uniforms with the production team.	
2	Tuesday, 25 February 2025	Checked whether the documents previously submitted to the GMO office have been approved.	
3	Wednesday, 26 February 2025	Recorded employee overtime (OT) data in Excel, based on written forms, detailing time and total hours for use in monthly reports and official records.	
4	Thursday, 27 February 2025	Participated and contributed to the hotel's 'Pulang Kampung'-themed street food event by assisting the FBP department in the restaurant, preparing kaya and durian toast.	
5	Friday, 28 February 2025	Participated in a communal cleanup of the parking area and assisted in digging to bury damaged items such as glassware, stone, metal, and other materials from the Housekeeping, Engineering, FBP, and other departments.	
6	Saturday, 1 March 2025	4. Compiled a report of staff absences for February as part of monthly closing documentation.	


HR Coordinator	Signature
Ignatius Bernard Ruslim	

Daily Activity Internship Program

Day : One week

Date : 3 – 8 March 2025



No	Date and time	Job description	Documentation
1	Monday, 3 March 2025	Handled employee clearance at the Kopkar office in Rukan.	
2	Tuesday, 4 March 2025	Compiled the monthly staff report for PT. Yose and PT. NMP covering the period of February.	
3	Wednesday, 5 March 2025	Recording staff names and SAP numbers for attachment to the new hanging maps.	
4	Thursday, 6 March 2025	Introduced a new intern from UNP by providing a hotel tour, presenting all departments, instructing on the door access system, and escorting them to the Marcom office where the internship is conducted.	
5	Friday, 7 March 2025	Delivered documents to the GMO office for approval.	
6	Saturday, 8 March 2025	Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.	

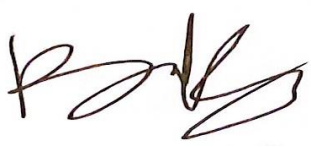
HR Coordinator	Signature
Ignatius Bernard Ruslim	

Daily Activity Internship Program

Day : One week

Date : 10 – 15 March 2025


No	Date and time	Job description	Documentation
1	Monday, 10 March 2025	Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.	
2.	Tuesday, 11 March 2025	Delivered donation forms and envelopes containing the list of contributing employees to support a staff member whose parent was involved in an accident.	
3	Wednesday, 12 March 2025	Off (Sick)	
4	Thursday, 13 March 2025	Participated in a committee meeting in the Bengkalis Room to plan the Unigraha Hotel staff and family Ramadan iftar event.	
5	Friday, 14 March 2025	Attended a training session at the HRD office discussing employee overtime procedures.	
6	Saturday, 15 March 2025	Day Off	


HR Coordinator	Signature
Ignatius Bernard Ruslim	

Daily Activity Internship Program

Day : One week

Date : 17 – 22 March 2025

No	Date and time	Job description	Documentation
1	Monday, 17 March 2025	Organized the HRD office storage room containing archived files and other materials.	
2	Tuesday, 18 March 2025	Attended a meeting in the Batam Room to discuss the formation of a new committee for the upcoming hotel Unigraha staff and family iftar gathering.	
3	Wednesday, 19 March 2025	Participated with the HRD representative in the spiritual counseling event for the Christian community of the Unigraha Hotel family, held in the Batam Room.	
4	Thursday, 20 March 2025	Went to Asia Pacific Yarn (APY) to revise the safety uniform samples for the Engineering and Steward departments	
5	Friday, 21 March 2025	Checked whether the documents previously submitted to the GMO office have been approved.	
6	Saturday, 22 March 2025	Day Off	


HR Coordinator	Signature
Ignatius Bernard Ruslim	

Daily Activity Internship Program

Day : One week

Date : 24 – 29 March 2025

No	Date and time	Job description	Documentation
1	Monday, 24 March 2025	Participated in the preparation of the iftar event at Lobby Two, assigned to the equipment section and tasked with welcoming guests during the event.	
2	Tuesday, 25 March 2025	Stayed at the HRD office to assist employees with various needs, including pay slip collection, name tag replacement, administrative letters, and other related services.	
3	Wednesday, 26 March 2025	Created an internal transfer list for distributing iftar meals to interns and ta'jil to Muslim employees during Ramadan.	
4	Thursday, 27 March 2025	Delivered documents to the GMO office for approval.	
5	Friday 28 March 2025	Checked whether the documents previously submitted to the GMO office have been approved.	
6	Saturday, 29 March 2025	Day Off	

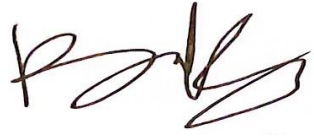
HR Coordinator	Signature
Ignatius Bernard Ruslim	

Daily Activity Internship Program

Day : One week

Date : 7 – 9 April 2025



No	Date and time	Job description	Documentation
1	Monday, 7 April 2025	Collected and copied fuel payment receipts from hotel drivers, filed them for record-keeping, and prepared them for monthly reports.	
2	Tuesday, 8 April 2025	Compiled staff Outsourcing annual leave data from 2023 to 2025 in Microsoft Excel, based on information from written leave forms.	
3	Wednesday, 9 April 2025	Continue compiled staff Outsourcing annual leave data from 2023 to 2025 in Microsoft Excel, based on information from written leave forms.	

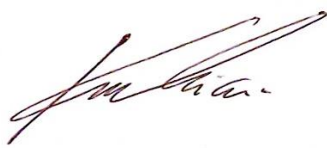
HR Coordinator	Signature
Ignatius Bernard Ruslim	

Daily Activity Internship Program

Day : One week

Date : 10 – 12 April 2025

No	Date and time	Job description	Documentation
1	Thrusday, 10 April 2025	(Engineering Dept-Admin) Participate in morning briefing and daily evaluation with engineers, the HOD, and supervisor to review yesterday's work, assign tasks for the day, and discuss improvements moving forward.	
5	Friday, 11 April 2025	Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	
6	Saturday, 12 April 2025	Day Off	


Supervisor	Signature
Kurnia Prasetyo	

Daily Activity Internship Program

Day : One week

Date : 14 – 19 April 2025


No	Date and time	Job description	Documentation
1	Monday, 14 April 2025	Off (leave permission)	
2	Tuesday, 15 April 2025	Created room inspection report.	
3	Wednesday, 16 April 2025	Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).	
4	Thursday, 17 April 2025	Attended coordination meeting between Hotel Unigraha and KIK (Kawasan Industri Kampar) to discuss live fish, wastewater treatment (IPAL), and soil retention.	
5	Friday, 18 April 2025	Public Holiday	
6	Saturday, 19 April 2025	Day Off	


Supervisor	Signature
Kurnia Prasetyo	

Daily Activity Internship Program

Day : One week

Date : 21 – 26 April 2025


No	Date and time	Job description	Documentation
1	Monday, 21 April 2025	Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	
2	Tuesday, 22 April 2025	Progressively compiled the Daily Corrective Maintenance Report for the month of April.	
3	Wednesday, 23 April 2025	Progressively compiled the Daily Corrective Maintenance Report for the month of April.	
4	Thursday, 24 April 2025	Progressively compiled the Daily Corrective Maintenance Report for the month of April.	
5	Friday, 25 April 2025	Created room inspection report.	
6	Saturday, 26 April 2025	Stayed in the office while monitoring the workshop to assist engineers with ordering required or out-of-stock materials through SR (Store Request) and PR (Purchase Request).	


Supervisor	Signature
Kurnia Prasetyo	

Daily Activity Internship Program

Day : One week

Date : 28 April – 3 May 2025



No	Date and time	Job description	Documentation
1	Monday, 28 April 2025	Checked whether the documents previously submitted to the GMO office have been approved.	
2	Tuesday, 29 April 2025	Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	
3	Wednesday, 30 April 2025	Progressively compiled the Daily Corrective Maintenance Report for the month of April.	
4	Thursday, 1 May 2025	Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	
5	Friday, 2 May 2025	Prepared and laminated a printed warning sign advising staff and guests not to touch the fence currently being painted or recently painted by the Engineering team, as the paint is still wet.	
6	Saturday, 3 May 2025	Delivered documents to the GMO office for approval.	


Supervisor	Signature
Kurnia Prasetyo	

Daily Activity Internship Program

Day : One week

Date : 5 – 10 May 2025

No	Date and time	Job description	Documentation
1	Monday, 5 April 2025	Checked whether the documents previously submitted to the GMO office have been approved.	
2	Tuesday, 6 May 2025	Helped an engineer service the outdoor AC units on the first and second floors to ensure they were working properly.	
3	Wednesday, 7 May 2025	Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	
4	Thursday, 8 May 2025	Participated in a training session on Single Phase Motors held at the Engineering Office, together with the entire hotel engineering team.	
5	Friday, 9 May 2025	Joined a team effort with hotel staff representatives to clean and even out gravel near the motorcycle parking area, preparing the site for a new employee car parking lot.	
6	Saturday, 10 May 2025	Day Off	


Supervisor	Signature
Kurnia Prasetyo	

**Daily Activity
Internship Program**

Day : One week

Date : 12 – 17 May 2025

No	Date and time	Job description	Documentation
1	Monday, 12 May 2025	Public Holiday	
2	Tuesday, 13 May 2025	Monitored and assisted in installing and replacing faulty garden lights with new ones.	
3	Wednesday, 14 May 2025	Assisted the Marcom Department as part of the organizing committee for the hotel's street food event by distributing promotional brochures at Post One to residents of the Riau Complex and nearby communities.	
4	Thursday, 15 May 2025	Progressively compiled the Daily Corrective Maintenance Report for the month of May 2025.	
5	Friday, 16 May 2025	Created preventive maintenance report.	
6	Saturday, 17 May 2025	Day Off	


Supervisor	Signature
Kurnia Prasetyo	

**Daily Activity
Internship Program**

Day : One week

Date : 19 – 23 May 2025

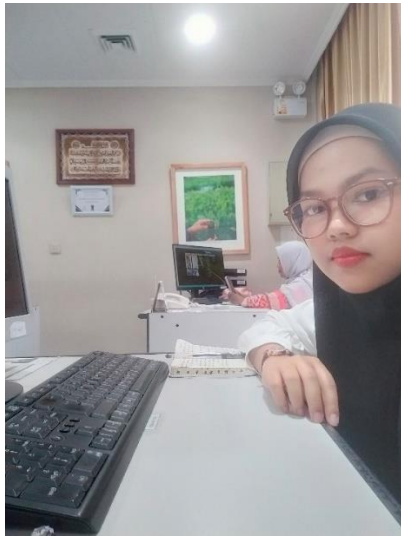
No	Date and time	Job description	Documentation
1	Monday, 19 May 2025	Compiled a consumption report for the Engineering Department based on Purchase Request (PR) data from 2023 to 2024.	
2	Tuesday, 20 May 2025	Monitored, followed up, and documented the progress of engineers' on-site activities including task implementation, complaint resolution, and maintenance requests for inclusion in the monthly report.	
3	Wednesday, 21 May 2025	Compiled a consumption report for the Engineering Department based on Purchase Request (PR) data from 2023 to 2024.	
4	Thursday, 22 May 2025	Compiled a consumption report for the Engineering Department based on Purchase Request (PR) data from 2023 to 2024.	
5	Friday, 23 May 2025	Visited the mill to assist with the measurement process of the hotel owned container, which is planned to be upgraded by the engineering team.	

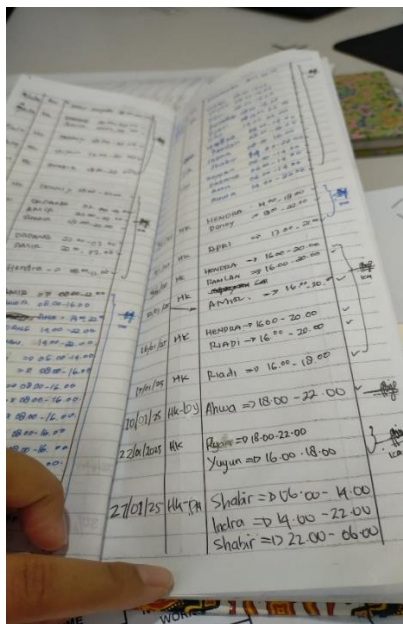
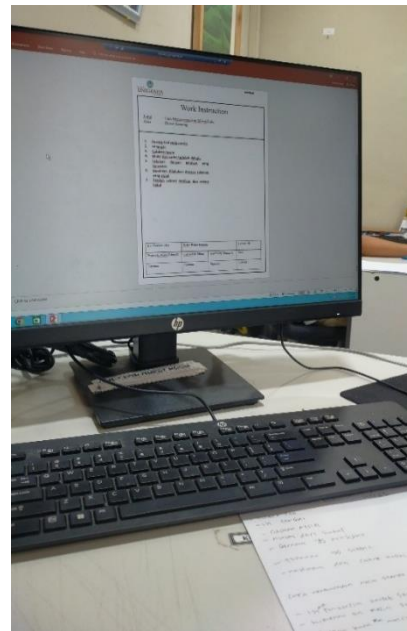
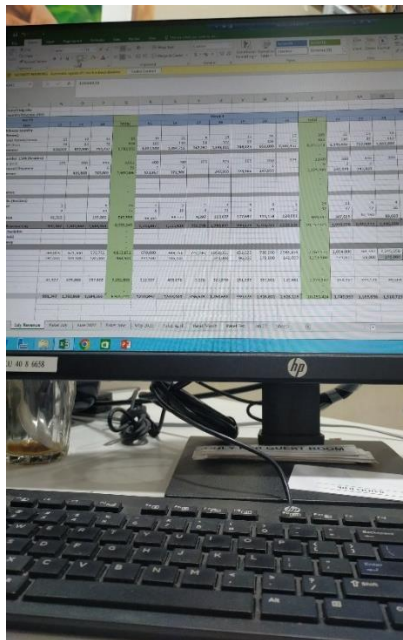
Supervisor	Signature
Kurnia Prasetyo	

APPENDIX 2

Other Documentations during Internship

- Housekeeping Internship Documentations





REQUEST

095

PURCH

PURCHAS

Request No: 19600

Document: G4/2025/01/19600

Order Date: 24-Jan-2025

Delivery Date: 24-Jan-2025

Location: 103 Guest House

Cost Center: 103 Guest House

Request By: Rahma Dewi

Requesting: Rahma Dewi

Part No	Description	Supplier	Units	Qty (P)	Qty (R)
3050008	Terrific 4L		Pail	1.00	0.00

Discount

Disc

Disc

Request by: Rahma Dewi

Approved by: (Dept Head)

Approved by: Rico Carolina Marthin (Cost Controller)

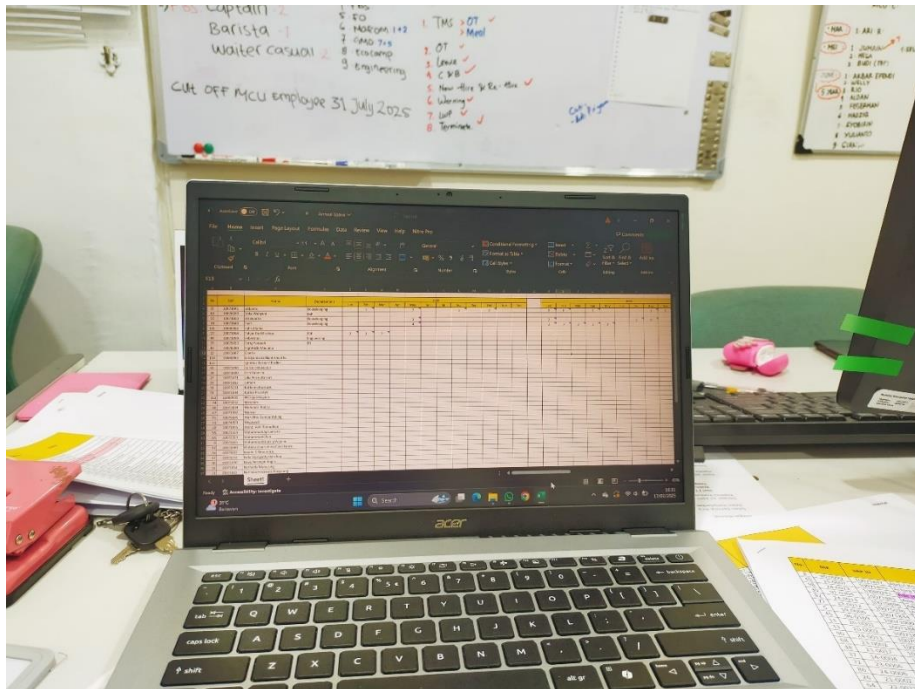
Original: Purchasing

Copy: Department

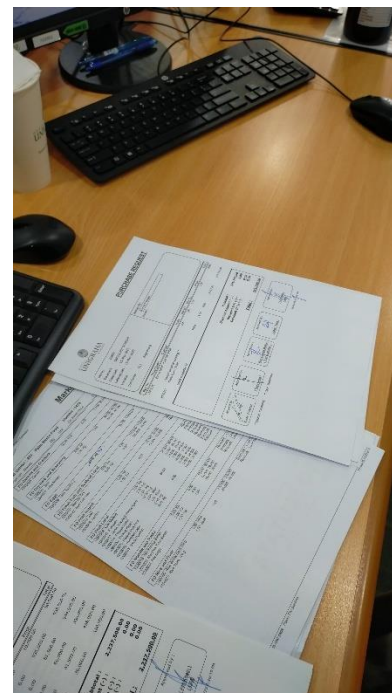
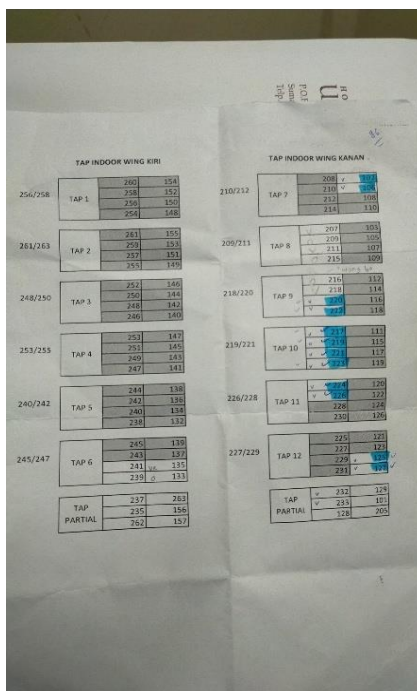
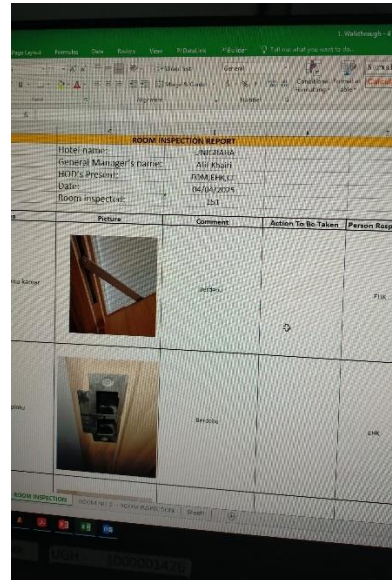
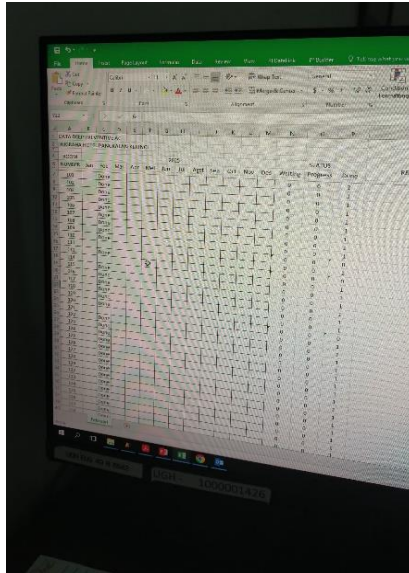


NAME TAG-2025
SUSU I ALINDRY 2023-2024

No	Tag	Item	Quantity	Unit	Value (Rp)	Total (Rp)
1		La Ruzan 1	1000	kg	10.000.000	10.000.000
2		Yakult	10	kg	10.000.000	10.000.000
3		Bumi Pulpaper	100	kg	10.000.000	10.000.000
4						
5						
6						
7						
8						
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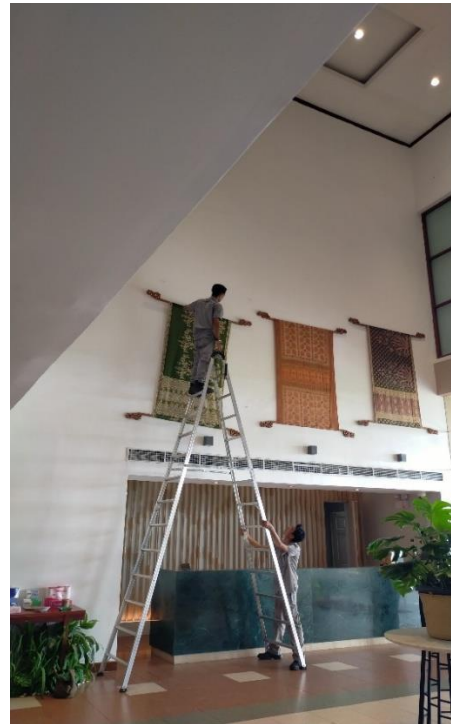
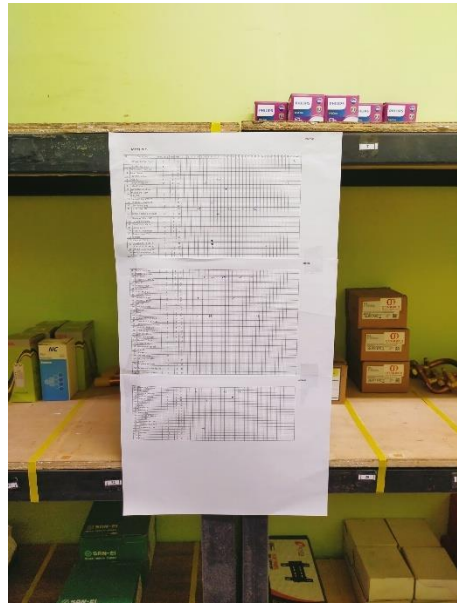


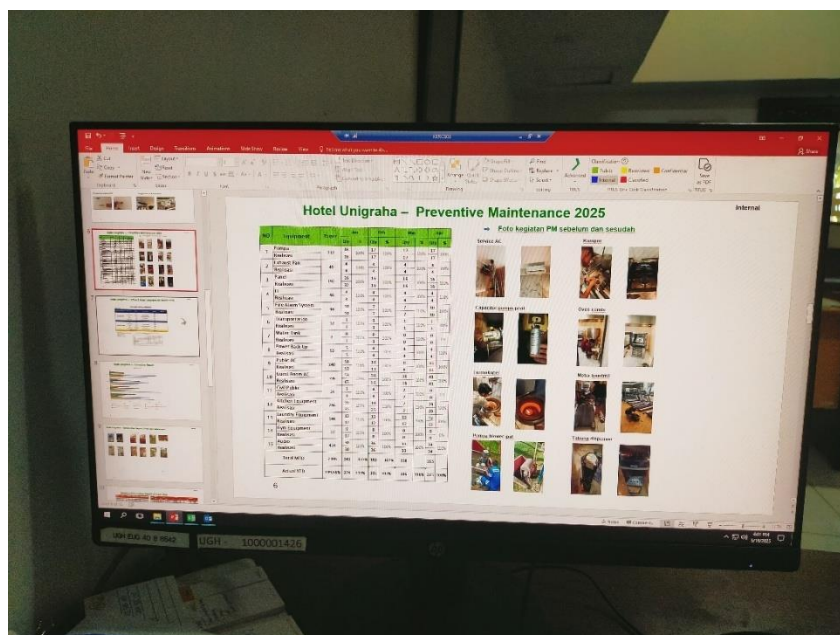
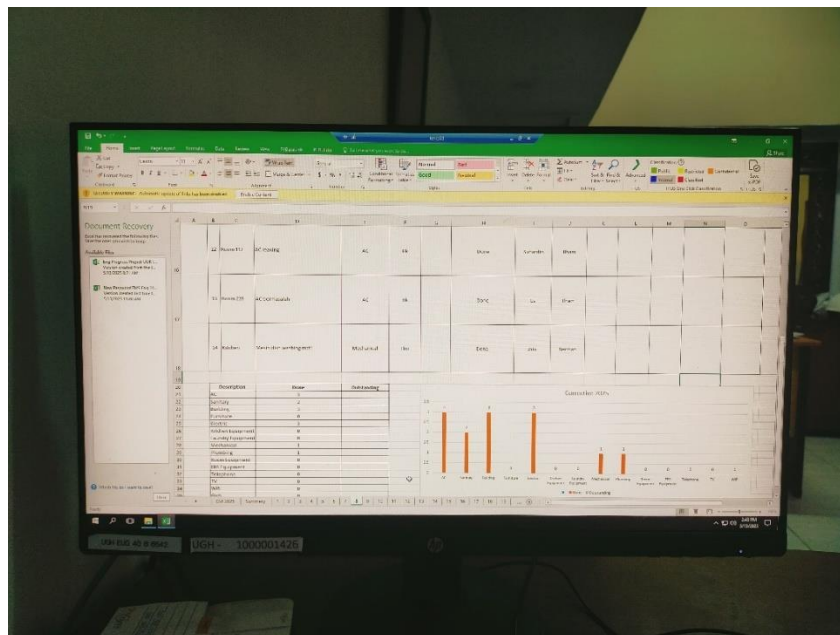
- Engineering Internship Documentations











- Additional Supporting Activities









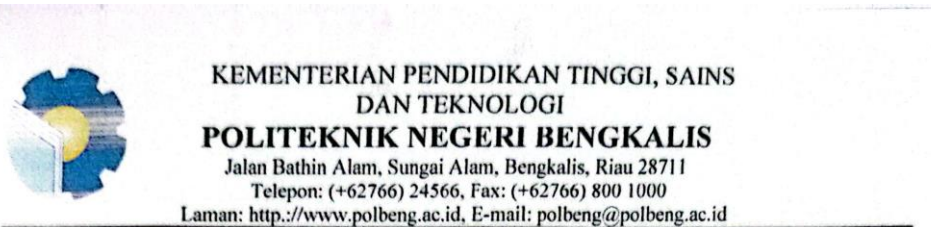






APPENDIX 3

Apprenticeship Letter



Nomor : 6396/PL.31/TU/2024

04 Desember 2024

Hal : Permohonan Kerja Praktek (KP)

Yth. Pimpinan PT. Riau Andalan Pulp and Paper

Jl. Lintas Timur, Pangkalan Kerinci, Kabupaten Pelalawan, Riau 28654

Dengan hormat,

Sehubungan akan dilaksanakannya Kerja Praktek untuk mahasiswa Politeknik Negeri Bengkalis yang bertujuan untuk meningkatkan pengetahuan dan keterampilan mahasiswa melalui keterlibatan secara langsung dalam berbagai kegiatan di perusahaan, maka kami mengharapkan kesediaan dan kerjasama Bapak/Ibu untuk dapat menerima mahasiswa kami guna melaksanakan Kerja Praktek di Perusahaan yang Bapak/Ibu pimpin. Adapun nama mahasiswa sebagai berikut:

No	Nama	NIM	Prodi	Waktu Pelaksanaan
1	Vicardo Frimsa Sembiring Brahmana	3204221470	D-IV Teknik Listrik	Januari – Maret 2025
2	Nanda Budiman	3204221545	D-IV Teknik Listrik	Januari – Maret 2025
3	Findera Subagia	3204221524	D-IV Teknik Listrik	Januari – Maret 2025
4	Nurul Helfianti	5304211402	D-IV Akuntansi Keuangan Publik	Januari – Juni 2025
5	Violita Dwi Khusuma	5304211415	D-IV Akuntansi Keuangan Publik	Januari – Juni 2025
6	Nur Safika Putri	5203221167	D-III Bahasa Inggris	Januari – Juni 2025
7	M. Riski Juvendra	5203221164	D-III Bahasa Inggris	Januari – Juni 2025
8	Zulfariyana	5404211358	D-IV Administrasi Bisnis Internasional	Januari – Juni 2025
9	Siska Vitria	5404211359	D-IV Administrasi Bisnis Internasional	Januari – Juni 2025
10	Stevania Veronica	5404211446	D-IV Administrasi Bisnis Internasional	Januari – Juni 2025
11	Dumaida Meylani Br. Hutagalung	5404211439	D-IV Administrasi Bisnis Internasional	Januari – Juni 2025
12	Nurliana Mungkur	5404211426	D-IV Administrasi Bisnis Internasional	Januari – Juni 2025
13	Risma Br. Silaban	5404211425	D-IV Administrasi Bisnis Internasional	Januari – Juni 2025
14	Muhammad Ramdan	5404211415	D-IV Administrasi Bisnis Internasional	Januari – Juni 2025
15	RAHMAD HAFIF NST	6304211411	D-IV Rekayasa Perangkat Lunak	Januari – Juni 2025
16	Muhammad Siddiq Nst	6304211399	D-IV Rekayasa Perangkat Lunak	Januari – Juni 2025
17	Fiqri Abdul Aziz	6304211405	D-IV Rekayasa Perangkat Lunak	Januari – Juni 2025

APPENDIX 4

Acceptance Letter

Internal



PT Riau Andalan Pulp and Paper
Jakarta Office
Jalan Teuku Betung No. 31
Jakarta 10730, Indonesia
Tel : +62 21 3193 0134 Fax : +62 21 3144 604

Mill Office
Jalan Lintas Timur, Pangkalan Kerinci
Kabupaten Pelalawan
Riau 28300, Indonesia
Tel : +62 761 491 000 Fax : +62 761 491 886

www.aprilasia.com
www.papirpne.com

Nomor : 001/I/CR/KP/RAPP/2025
Lamp : -
Hal : Izin Job Training/ Kerja Praktek

Kepada Yth,
Direktur Politeknik Negri Bengkalis

Di-
Tempat

Dengan hormat,
Sehubungan dengan surat permohonan izin kerja praktek pada PT RAPP, untuk Mahasiswa/ Pelajar sebagai berikut:

No	Nama	NPM	Jurusan
1	Nur Safika Putri	5203221167	Bahasa Inggris
2	M Riski Juvendra	5203221164	Bahasa Inggris

Dengan ini disampaikan bahwa kami dapat menerima mahasiswa/Pelajar tersebut untuk melakukan kerja praktik di PT RAPP tahun 2025.


Kepada yang bersangkutan harus mengikuti safety induction terlebih dahulu. Kepada peserta KP harap memperhatikan:

- Mengikuti seluruh peraturan yang berlaku di Lingkungan Perusahaan
- Mengikuti Protokol yang berlaku, apabila kedapatan melanggar akan dilaporkan ke Sekolah/ Universitas yang bersangkutan
- Bagi yang ditempatkan di Mill dan daerah operasional yang mewajibkan APD, agar membawa masing masing.

Note: Kepada Peserta KP agar ke Kantor SHR (Rukan No. 6) pada (Waktu akan dikonfirmasi) dengan membawa Materai 10.000 (2 Buah) dan Pas Foto (3x4 = 2 Buah).

Demikianlah surat ini kami sampaikan, atas perhatiannya diucapkan terimakasih.

Pangkalan Kerinci, 06 Januari 2025


Tengku Kespandiar, ST., MM
Campus Relation Manager

APPENDIX 5

Certificate of Internship

Internal

 **Certificate of Completion**

This Certified that

Nur Safika Putri
student of :
POLITEKNIK NEGERI BENGKALIS
Study Program : Language Department
(Diploma III: English Study Program)
Has successfully completed on the job Training at
Hotel Unigraha in Department of :
Housekeeping, Human Resources & Engineering
From January 20th, 2025 - May 23rd, 2025


Alii Khairi
General Manager

Hotel Unigraha, Telephone (62) 0761-95 555 Facsimile (62) 0761 95 666 PO. BOX 0511319 Pekanbaru - Riau, Sumatera - Indonesia 28300

APPENDIX 6

Evaluation Forms

LEMBAR PENILAIAN MAGANG OLEH INDUSTRI/PERUSAHAAN (HOTEL UNIGRAHA)

Nama Mahasiswa : Nur Safika Putri
NIM : 5203221167
Program Studi : D3 Bahasa Inggris
Institusi : Politeknik Negeri Bengkalis

No	Aspek yang dinilai	Bobot Persentase	Nilai Diberikan	Nilai Akhir
1.	Kedisiplinan	20%	90	464
2.	Pelaksanaan Tanggung jawab	25%	90	
3.	Penyesuaian diri	10%	99	
4.	Hasil kerja	30%	95	
5.	Perilaku secara umum	15%	90	
Total Jumlah (1+2+3+4+5)		100%	-	92,8

Keterangan:

A : Istimewa (81-100)
B+ : Sangat Baik (71-80)
B : Baik (66-70)
C+ : Cukup Baik (61-65)
C : Cukup (56-60)
D : Kurang (41-55)
E : Sangat Kurang (0-40)

Catatan:

- Lebih sering lagi tampil untuk melatih public speaking
- Mjg untuk lebih berkembang lagi
- Lebih kepercayaan diri lagi menjadi lebih baik.

Pangkalan Kerinci, 22 Mei 2025

(
Nur Safika Putri
)
Afik Khairi

**LEMBAR PENILAIAN MAGANG
OLEH INDUSTRI/PERUSAHAAN
(HOTEL UNIGRAHA)**

Nama Mahasiswa : Nur Safika Putri
NIM : 5203221167
Program Studi : D3 Bahasa Inggris
Institusi : Politeknik Negeri Bengkalis

No	Aspek yang dinilai	Bobot Persentase	Nilai Diberikan	Nilai Akhir
1.	Kedisiplinan	20%	80	
2.	Pelaksanaan Tanggung jawab	25%	90	
3.	Penyesuaian diri	10%	90	
4.	Hasil kerja	30%	90	
5.	Perilaku secara umum	15%	90	
Total Jumlah (1+2+3+4+5)		100%	-	86


Keterangan:

A : Istimewa (81-100)
B+ : Sangat Baik (71-80)
B : Baik (66-70)
C+ : Cukup Baik (61-65)
C : Cukup (56-60)
D : Kurang (41-55)
E : Sangat Kurang (0-40)

Catatan:

Secara keseluruhan sudah baik, namun untuk beberapa hal basic knowledge & skill perlu banyak belajar. (perhitungan komunikasi, presentasi dll nya).

Pangkalan Kerinci, 22 Mei 2025

()
(Ignatius Bernard A.)

()
Aisyah Khairi



APPENDIX 7

Documentation of Internship Seminar



APPENDIX 8

Internship Completion Letter

	<p>Internal</p> <p>PT Riau Andalan Pulp and Paper Jakarta Office Jalan Tugu Betang No. 31 Jakarta 10230, Indonesia Tel. : +62 21 3193 0134 Fax. : +62 21 3144 694</p> <p>Mill Office: Jalan Lintas Timur, Pangkalan Kerinci Kabupaten Pelalawan Riau 28300, Indonesia Tel. : +62 761 491 000 Fax. : +62 761 491 846</p> <p>www.aprilasia.com www.paperone.com</p>
<p><u>SURAT KETERANGAN</u></p> <p>No: 108 / VI/ CR / KP / RAPP / 2025</p>	
<p>Dengan ini kami menerangkan bahwa Mahasiswa/ Siswa berikut:</p> <p>Nama : Nur Safika Putri NIM : 5203221167 Fak/Jur/ Prod : Bahasa/Bahasa Inggris Universitas : Politeknik Negeri Bengkalis Durasi : 20 Januari – 23 Mei 2025</p> <p>Benar telah menyelesaikan program Magang Mandiri di PT. RAPP. Demikian surat keterangan diberikan dan agar dipergunakan sebagaimana mestinya.</p>	
<p>Pangkalan Kerinci, 06 Juni 2025</p> <p> <u>Wijatmoko Rah Trisno</u> SHR Manager</p>	

APPENDIX 9

Attendance List Sheet



KEMENTERIAN PENDIDIKAN TINGGI, SAINS, DAN TEKNOLOGI
POLITEKNIK NEGERI BENGKALIS
Jalan Bathin Alam, Sungai Alam, Bengkalis, Riau 28714
Telepon: (0766) 7008877, Faximile (0766) 8001000
Laman: <http://www.polbeng.ac.id>

ABSENSI MAHASISWA PESERTA MAGANG POLITEKNIK NEGERI BENGKALIS

Nama : Nur Safika Putri
NIM : 5203221167
Jurusan/Prodi : Bahasa / Diploma-III Bahasa Inggris
Lokasi Magang : Hotel Unigraha, PT. Riau Andalan Pulp and Paper

No	Bulan	Hari ke-																Paraf Pengawas
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
1	Januari																	
		17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
												Ph						
2	Februari	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
		17	18	19	20	21	22	23	24	25	26	27	28					



KEMENTERIAN PENDIDIKAN TINGGI, SAINS, DAN TEKNOLOGI
POLITEKNIK NEGERI BENGKALIS
Jalan Bathin Alam, Sungai Alam, Bengkalis, Riau 28714
Telepon: (0766) 7008877, Faximile (0766) 8001000
Laman: <http://www.polbeng.ac.id>

No	Bulan	Hari ke-																Paraf Pengawas
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
3	Maret																	
		17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
4	April	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
		17	18	19	20	21	22	23	24	25	26	27	28	29	30			
5	Mei	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
		17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		



KEMENTERIAN PENDIDIKAN TINGGI, SAINS, DAN TEKNOLOGI

POLITEKNIK NEGERI BENGKALIS

Jalan Bathin Alam, Sungai Alam, Bengkalis, Riau 28714

Telepon: (0766) 7008877, Faximile (0766) 8001000

Laman: <http://www.polbeng.ac.id>

1. Isi kolom dengan paraf mahasiswa
2. Pengawas mengisi paraf setiap bulan dan di akhir periode magang
3. Jika sakit, hari libur, cuti dsb, tulis di kolom
Sakit = S.
Izin = I
Alpha = A
Hari libur = HL

Pangkalan Kerinci, 23 Mei 2025
Human Resource Officer

Diana

APPENDIX 10

Revision List of Report

REVISION LIST OF INTERNSHIP REPORT

Name : Nur Safika Putri
 Student's Reg. No : S203221167
 Advisor : Tengku Kespandiar, S.T, M.M
 Internship Location : Hotel Unigraha, PT Rapp, Kerinci

No	Day/Date	Revision Items
1.	27/5/2025	<ul style="list-style-type: none"> - Perbaiki daftar isi dan lembar pengesahan. - Selesaikan Perencanaan Forensik pada hubungan Unigraha dan APRIL / R&E. - Perhaluskan Pedoman Penulisan Laporan KP Polbang.
	28/5/2025	<ul style="list-style-type: none"> - Perbaiki tabel kejuratan. - Sumbat tabel (data). - Tabel tidak boleh terpotong.
	30/5/2025	<ul style="list-style-type: none"> - Perbaiki typo penulisan (Pakai Grammarly).
	3/6/2025	<ul style="list-style-type: none"> - Perbaiki kesimpulan & Saran.

Kerinci, May, 27, 2025

Advisor



Tengku Kespandiar, S.T, M.M
 NIP. 8943540022


APPENDIX 11

Documentation of Revising the Report



Attendance List of Seminar

ATTENDANCE LIST OF INTERNSHIP SEMINAR

No	Name	Position	Signature
1-	Ar. Saria	adviser	

APPENDIX 13

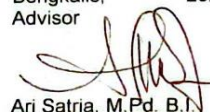
Revision List of Report

REVISION LIST OF INTERNSHIP REPORT

Name : Nur Safika Putri
Student's Reg. No : 5203221167
Advisor : Ari Satria, M.Pd. B.I.
Internship Location : Hotel Unigraha PT. Riau Andalan Pulp and Paper

No	Day/Date	Revision Items
1.	12-jun/2025	table of content layout font figure. abandoned

Bengkalis, 2025
Advisor



Ari Satria, M.Pd. B.I.
NIP: 198805172015041002