

**THE PERFORMANCE SYSTEM OF RECEPTIONIST
AT FRONT OFFICE DEPARTMENT IN HOTEL
HORISON ULTIMA BEKASI**

A PAPER

Submitted to the School of Foreign Language – JIA as a partial fulfillment of
requirements for the undergraduate degree in English Literature Program



**ANDIKAWATI
43131310150001**

**ENGLISH LITERATURE PROGRAMME
SCHOOL OF FOREIGN LANGUAGES – JIA
BEKASI
2018**

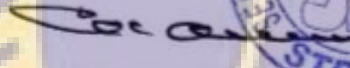
THE APPROVAL SHEET

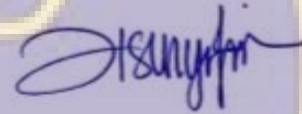
Name : AndikaWati
Student number : 43131.310150.001
Title : THE PERFORMANCE SYSTEM OF RECEPTIONIST AT
FRONT OFFICE DEPARTMENT IN HOTEL HORIZON
ULTIMA BEKASI

Supervised and Approved by:

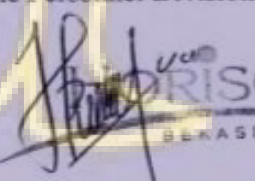
The Chairman of STBA- JIA

The Advisor


Drs. H. Sudjianto, M.Hum
NIP. 195906051985031004


Yeni Norvatin SS, M.Hum
NIDN. 04250281

The Personnel Division


Hendarma Saputra
Director

INTELLECTUAL PROPERTY STATEMENT FORM

Name : AndikaWati

Student number : 43131.310150.001

Departement : English

Title : THE PERFORMANCE SYSTEM OF RECEPTIONIST
AT FRONT OFFICE DEPARTMENT HOTEL
HORISON ULTIMA BEKASI

This is to certify that my paper is my own original work and portion of my paper has been copyrighted previously unless properly referenced.

If there is a breach of item above, I will take full responsibility to school of foreign languages - JIA for any legal action that might be caused.

Bekasi, august 1th 2018

(AndikaWati)

43131.310150.001

THE IMPROVEMENT SHEET

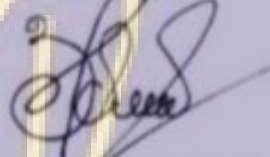
**THE PERFORMANCE SYSTEM OF RECEPTIONIST AT FRONT OFFICE
DEPARTMENT IN HOTEL HORIZON ULTIMA BEKASI**

Andika Wati

43131.310150.001

Supervised and Approved by

Examiner



Elsan Aryian SS, M.Hum

NIDN. 0326037402



MOTTO AND DEDICATION

MOTTO :

“Courage take distance higher than intelligent.”

“When action is equivalent to success.”

DEDICATION :

This paper is dedicated to my beloved family, my beloved friends, and my future husband.



**THE PERFORMANCE SYSTEM OF RECEPTIONIST AT FRONT
OFFICE DEPARTMENT HOTEL HORIZON ULTIMA BEAKSI**

ANDIKAWATI

ABSTRACT

The paper aimed to know how the work system and the job description at front office department in Hotel Horizon Ultima Bekasi which Located at KH. Noer Ali, Kayuringin Jaya, Bekasi Selatan, Pekayon Jaya, Bekasi. In this research, the writer has direct observe on each job in staff front office such as staff. This research starts from 28th February 2018 to 28th April 2018. The techniques of getting data are : (1) observation directly on the field, (2) determining how Receptionist job.(3) description the data. The method of the research is qualitative descriptive by observing what each job do during 4 weeks.

Key Words : Hotel, Front Office, Reception System

**SISTEM KINERJA RESEPTIONIST DI DEPARTEMEN KANTOR DEPAN
DI HOTEL HORISON ULTIMA BEKASI**

ANDIKAWATI

ABSTRAK

Penelitian ini bertujuan untuk mengetahui bagaimana cara kerjanya pekerjaan apa saja yang dilakukan oleh staff Front Office di Hotel Horison Ultima Bekasi yang ber-alamat di jl. KH. Noer Ali, Kayuringin Jaya, Bekasi Selatan, Pekayon Jaya, Bekasi. Dalam penelitian ini penulis meneliti tentang pekerjaan yang dikerjakan oleh receptionist. Penelitian ini dimulai sejak 28 February 2018 sampai dengan 28 April 2018. Teknik pengumpulan data adalah sbb : (1) meneliti langsung kelapangan, (2) meneliti apa saja pekerjaan sebagai seorang receptionist, (3) mendeskripsikan hasil kerja. Metode penelitian ini adalah metode kualitatif dengan cara mengamati pekerjaan yang dilakukan selama 4 minggu.

Kata kunci : Hotel, Meja Depan, Sistem Receptionis

ACKNOWLEDGEMENTS

At first, the writer would like to thank to Allah Subhanahuwata'ala for all blessing and loving. It is impossible for the writer to finish this paper without the strength and chance given by Allah Subhanahuwata'ala.

This paper writing is to fulfil one of requirements for taking diploma program (D3) of English Department of School of Foreign Languages JIA. In this paper, the writer explains about the descriptions front office jobs of Hotel Horison Ultima Bekasi, West Java

During the research, the writer uncounted a lot of hardship and difficulties both finding the data and arranging it into an accepted scientific paper. Therefore, the writer would like to take this opportunity to express his thankfulness to all the following people who have advised and supported data and information to finish this paper, especially to :

1. Yeni Noryatin SS, M.Hum as the advisor for giving motivation, suggestion, cerrection, and guidance.
2. Elsan Arvian SS, M.Hum as the examiner for giving correction, suggestion, and assement
3. Drs. H. Sudjianto, M.Hum the chairman of the School of Foreign Language STBA-JIA Bekasi.
4. Ade Surista M.pd for her advise, suggestion and guidance.
5. All the lecturers and staff of STBA-JIA for their guidance during her study.
6. Mrs. Shirly Hani as her friends who help her to training at Hotel Horison Ultima Bekasi
7. All the staff of Hotel Horison Ultima Bekasi
8. Her lovely family to their endless love, support and prayers.
9. All the lovely friends in STBA-JIA for their motivation, support, prayer, laugh and help
10. Last but not least, she also gives her deep gratefulness to some others who can not be mentioned for their concerns.

Finally, the writer hopes this paper will be useful especially for her and generally for everyone who reads it.

Bekasi, 1 August 2018

AW



TABLE OF CONTENTS

The Approval Sheet.....	i
Intellectual Property Statement Form	ii
The Improvement Sheet	iii
Motto and Dedication.....	iv
Abstrak	v
Abstract	vi
Acknowledgments	vii
Table of Content.....	viii
CHAPTER I INTRODUCTION	
A. The Background of the Research	1
B. Research Question and Scope	7
C. The Objectives and the Significances of the Research.....	8
D. The Operational Definition	9
E. Research Methodology	9
F. The Systematization of the Research.....	10
CHAPTER II THEORETICAL DESCRIPTION	
A. Definition of Hotel	11
B. Types of Hotel	12
C. Department of Hotel	15
D. Front Office	22
E. Receptionist	25
F. Relevance Research	28

CHAPTER III METHODOLOGY OF RESEARCH

A. Company History	29
B. Organization Structure.....	36
C. Procedure and Work Frame.....	42

CHAPTER IV RESEARCH FINDINGS AND DISCUSSION

A. Data Description.....	45
B. Observation Obstacles	47
C. Problem Solving	52

CHAPTER V CONCLUSION AND SUGGESTION

A. Conclusion.....	56
B. Sugestion	57

BIBLIOGRAPHY

APPENDIXES



CHAPTER I

INTRODUCTION

A. Background of the Research

Language is the most important and effective communication tool for conveying ideas, thoughts, and intentions to others. In a language, communication has a role that is very important and absolute. Language becomes a tool in communication where language and communication have an inseparable relationship. Language is an interpretation of what the communicator is trying to communicate. The use of good language will impact on the communication that goes well too.

The people cannot continue this life well and regularly without any language. It can be said that language as part of the primary needs, as a regulator, even the language as the most powerful weapon to fortify themselves from something. Humans will not be able to continue their life well and regularly without any language. People cannot interact easily if they do not master the language. People in the world cannot communicate if they have different language. An international language is needed. One of them is English.

English is one of the most widely studied and used international languages in communication among nations. This is accordance with the role of English as the global language, English is studied and used as a means of communication in various countries either as a first language, a second

language, or as a foreign language. In Indonesia, English language is the first foreign language to be studied as a compulsory subject from junior high school to university.

English is an international language and has become the main language of instruction in the world. English is not only an academic language but it is also as a medium of global communication. In an increasingly globalized business world, the more local companies including Indonesian companies have entered the world market and use English as the main communication tool. The use of English as the language of "business" is increasingly perceived as a necessity.

In addition, there are many cases which encounter negotiations often fail because of misunderstandings with potential foreign partners. Delayed work is due to stuttering communications with clients from other countries. Job application from a foreign company is denied because of the lack of English proficiency and collaboration of the opportunities with international class companies were canceled due to inability to provide English-speaking workers. The lack of people who speak English also can influence the development of the tourism industry.

Tourism business in Indonesia is quite potential considering Indonesia naturally has many potential natural beauty, diversity and cultural uniqueness and so forth. All of these potentials become capital in the tourism industry and still maintain its sustainability. It must be admitted that the weakness of the

tourism industry is because this industry is massive and involves many people so there must be synergy from all components of the nation.

As the company's growth in Indonesia increases, the need for hotels has increased significantly. This can be seen based on the increasing number of tourist arrivals in Indonesia and the growth of tourism industry including the growing number of hotels in Indonesia. Yogyakarta and Bali becomes a barometer of national tourism but in fact many other areas in Indonesia are experiencing the rapid growth of tourism which is nowadays has experienced significant growth in the field of tourism. In Indonesia, the government makes tourism as one of the mainstay sectors and the focus of attention. This happens because this sector promises a very high economic value added and is the largest foreign exchange earning field of the State of Indonesia in addition to the fields of export and import as well as customs clearance of goods and services.

The front office department at the hotel is located in the front of the gate as the gateway of the hotel. It is intended to make easier the guests when they want to contact and ask detail information directly to the receptionist. Ability to communicate, language skills, trying to understand the wishes of guests and being polite are the most important goal to improve the quality of serving the guests. Differences in perception, culture and language create barriers to effective communication between guests and the front office. Communication that occurs in the front office department environment must be minimized. Personnel in the tourism industry, especially the front position must continue

the level of language skills that will enable them to use language effectively in dealing with others. Mastering vocabularies which is related to hospitality can help the workers to communicate with guests. In practice, all of everything that has global scope is closely related to the use of language. Models of communication with both local and foreign tourists are always directly related to good language usage. In the field of hospitality itself, the use of language is one of the absolute conditions to improve the quality of the hotel itself. In the field of marketing for example, to improve the quality and quantity of marketing, the use of language becomes one of the absolute conditions that must be done. In the field of hospitality in particular, language is a key of success to deal with many people from different places, cultures, and races so that the demands of language becomes one thing that absolutely happens.

The government made various efforts among others by improving the quality of hotel services and quality improvement in hospitality-related fields. Some of efforts are promoting tourism destination and attractions not only in mass media but also in social media. The government also has to complete the means and tourism supporting infrastructure such as transportation facilities, accommodation and essential tourism supporting elements as travel organizers and organizers. This requires a new breakthrough to support and improve the quality of its services. To realize the goals and aspirations of the travel agency itself, it is necessary to have cooperation with the relevant departments in the hotel. In the midst of weak global economic conditions, the hotel business opportunity in Indonesia is growing. During several years medium-scale

hotels and minimalist hotels or economical hotels are growing rapidly in a number of cities in the country. Indonesia was ranked top spot for hotels with best business prospects and profitability according to the TripAdvisor Survey, a great travel site in the world. As a result, the attractiveness of accommodation comes from the website online, social and mobile marketing areas and their plans to offer eco-friendly programs.

Hotel is an industry or a managed services business commercial. This means that in providing the usual services also called as "Product" to potential customers with the aim to gain profit as much as possible. One of the mainstay commodities in the world of hospitality is room. In handling the management of hotel room sales operations, there are several related departments. Those departments are sales and marketing, Housekeeping, Food and Beverage, and Front Office.

The front office department is the department responsible for the sale of hotel rooms based on a systematic way through reservation to the delivery of rooms to hotel guests and provide information services to hotel guests during their stay and stay at the hotel. It can be seen from the definition that the front office is a department that has a role as a seller of rooms and directly is the main source of income for each hotel. The front office department provides full service to guests from before guests stay, upon arrival of guests, during stay at the hotel, and when about to leave the hotel.

The front office in the hotel is known as the first and the last impression of the guest. It means "this is the first and last part of the guest". Guests arriving at the hotel will come first in the front office, and at check-out time the guest will have to deal with the staff in the front office. So naturally if a deep impression will be created in the front office. In addition to the function of a receptionist, the front office also serves as a place of administration to support guest satisfaction. Besides serving the guests in welcoming, the front office are also doing all arrangements, such as reservations and registration. Therefore the receptionist as one of the officers in the front office department should be able to work professionally in handling room bookings.

In addition, a front desk agent should be able to communicate well and friendly and has extensive knowledge. As a hotel ambassador who communicate and meet face to face with guests, the front desk agent must have polite language, flexible gesture, and flexible body language. Front desk agent is also as an information center of all activities both internal (hotel staff) and external (hotel guests). Therefore, being a front desk agent will directly connect with all departments in the hotel and guests either directly or indirectly. Front Desk Agent is related to the FB department, the Engineering department, the Housekeeping department, and the Security department that work 24 hours / day, 7 days / week, 12 months / year etc, so that the operational department this is always there any time every time.

In the case of work, the receptionist has many variety task based on the job description. It must be completed on time, so the efficiency of time is very

important. The writer did two months training to identify the job of the front office in Hotel Horison. Based on explanation above that is way the writer choose the title of this paper: “**The Performance System of Receptionist at Front Office Department in Hotel HorisonUltimaBekasi**”.

B. Question and Scopes of the Research

1. Question of the Research

Based on the background of the problem described above, then the problems in this study can be formulated as follows:

- a. How is the performance system of receptionist at front office department in Hotel HorisonUltimaBekasi ?
- b. What are the constraints faced when serving guests?
- c. What efforts are being made to overcome these obstacles?

2. Scopes of the Research

The author only focuses on the main tasks and responsibilities of the receptionists based on the job description which the writer identify in her two months training.

C. Objectives and Significances of the Research

1. Objectives of the Research

Based on the problem of the research mentioned above, the objectives of the research are described as the following:

- a. This research is for understanding the performance system of receptionist at front office department in Hotel Horison Ultima Bekasi
- b. This research for knowing what obstacles faced when serving the guests.
- c. This research for finding out what efforts are being made to overcome these obstacles.

2. Significances of the Research

The writer hopes this paper can use as a reference work that is relevant and useful for students who pursue the field of tourism, especially hospitality. The significance of the writing is described for the writer and for the reader.

For the writer hopefully this writing can add the writer knowledge and insight additional knowledge of standards and service strategies, and can develop himself as a reliable and skillful at the front office department.

And significances for the hotel is writer hopes can be advise on improvement of the management at the hotel, and help completed the tasks and responsibilities in the front office field.

D. Operational Definition

Receptionist is responsible for handling front office reception and administration duties, including greeting guests and offering them a beverage, answering phones, handling company inquiries, and sorting and distributing mail. Mail also schedule meetings and travel for executives.

E. Research Methodology

In conducting the research, the writer applies the descriptive qualitative analysis. Denzin and Lincoln (1994, p, 4) in Emzir (2010, p, 1) Qualitative research is multi-method in focus, involving an interpretive, naturalistic approach to its subject matter. This means that qualitative researcher study in their natural setting, attempting to make sense of or interpret phenomena in terms of the meanings the people bring to them. Qualitative research involves the studies use and collection of a variety of empirical materials-case study, personal experience, introspective, life story, interview, observational, historical, interactional, and visual texts-that describe routine and problematic moment and meaning in individual's live.

In this research process, the writer uses a descriptive qualitative analysis with technique, collecting data, observation and documentations at Hotel HorisonUltimaBekasi. In addition, to complete the data the writer took a month on January 2018 to collect the information and made research.

F. The Systematization of the Research

Systematization of the research means to present the research in well edited composition. This research is divided in five chapters as follow:

Chapter I Introduction explains about the background of the research, questions of the scope of the research, objectives and significant of the research, operational definitions, and systematization of the research.

Chapter II Theoretical descriptions predicate consist of the definition of receptionist in front office, entities of receptionist, requirement of good receptionist, and role of receptionist.

Chapter III Company Profile consists of Company History, Organizational Structure, and Procedure Work frame.

Chapter IV Discussion of the Problem. In this chapter we describe the importance of communication for a receptionist, receptionist activity at the front desk agent and obstacles in the implementation.

Chapter V conclusions and suggestion. In this chapter, the conclusions are drawn and suggestions are proposed because they are deemed necessary according to the problems faced.



CHAPTER II

THEORETICAL DESCRIPTION

A. Definition of Hotel

A hotel offers guests with a full range of accommodations and services, such as reservations, suites, public dining and banquet facilities, lounge and entertainment areas, room service, cable television, personal computers, and meeting rooms. It also offers specialty shops, personal services valet, laundry, hair care, swimming pool and other recreational activities, gaming/casino operations, ground transportation to and from an airport, and concierge services to make guests feel satisfied. (Bardi, 2003, p.9)

According to Kainthola (2009), "Hotels provide accommodation, meals and refreshments for irregular periods of time for those who may reserve their accommodation either in advance or on the premises. In broad terms, hotels provide facilities to meet the needs of the modern traveler. The dictionaries define hotel in several ways: 'a place which supplies board and lodging', 'a place for the entertainment of the travelers', 'large city house of distinction', and 'a public building.'" (p. 85)

Medlik and Ingram (2000) stated that hotels play an important role in most countries by providing facilities for the transaction of business, for meetings and conferences, for recreation and entertainment. In that sense hotels are as essential to economies and societies as are adequate transport, communication

and retail distributionsystems for various goods and servicesMedlik and Ingram (2000) Said.

Based on *SK Menparpostel No.KM 37/PW.340/MPPT-86*, “*hotel adalahsuatujenisakomodasiyang mempergunakansebagianatauseluruhbangunanuntukmenyediakanjasapenginapan, makanandanminumansertajasapenunjanglainnyabagiumum yang dikelolasecarakomersial.*” Hotel is a type of accommodation used partially or whole buildings to provide lodging services, food and drink as well as other publicly-managed commercial support services.(as cited in Suwithi and Bohan, 2008, p.38)

B. Types of Hotel

According to Medlikand Ingram (2000), the peoples are involved in 10 types of hotel entities, there are:location, position, transport, purpose of visit, a short duration of guest’s stay, range of its facilities and services, licence, size, criteria used in hotel, ownership and management.

1. Location

Thus according to locationhotels are in cities and in large and smalltowns, in inland, coastal and mountain resorts, and in the country.

2. Position

According to the actual positionof the hotel in its location it may be in the city or town center or in the suburbs, along the beach of a coastal resort, along the highway.

3. Transport

By reference to its relationship with particular means of transport there are motels and motor hotels, railway hotels, airport hotels (the terms also indicating location).

4. Purpose of Visit

According to the purpose of visit and the main reason for their guests' stay, hotels may become known as business hotels, holiday hotels, convention hotels, tourist hotels.

5. Short Duration of Guest

Where there is a pronounced tendency to a short or long duration of guests' stay, it may be an important hotel characteristic, so that the hotel becomes a transit or a residential hotel.

6. Range of its Facilities and Services

According to the range of its facilities and services a hotel may be open to residents and non-residents, or it may restrict itself to providing overnight accommodation and at most offering breakfast to its guests, and be an 'hôtelgarni' or apartment hotel.

7. License

Whether an hotel holds a license for the sale of alcoholic liquor or not, is an important dimension in the range of available hotel services, and the distinction between licensed and unlicensed hotels is, therefore, of relevance in describing an hotel in most countries.

8. Size

There is no universal agreement on how hotels should be described according to size, but by reference to their room or bed capacities we normally apply the term small hotel to one with a small amount of sleeping accommodation, the term large hotel to one with several hundred beds or bedrooms, and the term medium-sized hotel to one somewhere between the two, according to the size structure of the hotel industry in particular country.

9. Criteria used in Hotel

Whatever the criteria used in hotel guides and in classification and grading systems in existence in many countries, normally at least four or five classes or grades have been found necessary to distinguish adequately in the standards of hotels and these have found some currency among hotel users. The extremes of luxury and basic standards, sometimes denoted by five stars and one star respectively are not difficult concepts; the mid-point on any such scale denotes the average without any particular claims to merit. The intervening points are then standards above average but falling short of luxury (quality hotels) and standards above basic (economy).

10. Ownership and Management

Last but not least comes the ownership and management. Individually owned independent hotels, which may be managed by the proprietor or by a salaried manager, have to be distinguished from chain or group

hotels, invariably owned by a company. Independent hotels may belong to a hotel consortium or cooperative. A company may operate its hotels under direct management or under a franchise agreement.

C. Department of Hotel

Hotels are usually organized along functional lines, with departments grouped according to the particular work activity in which they are engaged. According to Rutherford and O'fallon, (2007, p. 77)

1. The Rooms Department

The rooms department performs the lodging function of a hotel. Reservations must be accepted, guests must be hospitably received and assigned clean rooms, the status of available and occupied rooms must be kept current, guests must receive mail and phone messages promptly, security must be maintained, public spaces such as lobbies must be kept clean, and guest questions must be answered. These are some of the important functions of the rooms department. The rooms department is divided into a number of subunits, each of which performs rather specialized tasks. In many instances, these subunits are also referred to as departments. For example, the laundry department, which in a 500-room hotel is quite large, is responsible for cleaning and pressing all the hotel's linens and employee uniforms as well as guest laundry. Its function is extremely specialized. Little of the knowledge and skills required to manage a laundry operation are transferable to other areas of hotel

operations. The front office is where guests are greeted when they arrive at the hotel, where they're registered, and where they're assigned to a room. Telephone operators and other guest communications functions usually fall under the front office department. The hotel's bell staff is also part of this department. Reservations take and tracks hotel's future bookings. The housekeeping department is responsible for cleaning guest rooms and public spaces. Security is responsible for guest safety. Finally, the engineering department is responsible for the operation and maintenance of the hotel's entire physical plant, including electrical, mechanical, heating, air conditioning and ventilation, structure, and plumbing. It also performs minor repairs and renovations. A great deal of interdependence exists between the subunits of the rooms department, thus calling for close coordination of activities. Linkages exist between the front office and the reservations department. Reservations must inform the front office of the number of presold rooms each day to ensure that a current inventory of rentable rooms is always available. The front office must let reservations know whenever walk-in guests (those without reservations) are registered. Linkages also exist between the front office and housekeeping. Information regarding room status must flow both ways: When a guest checks out, the front office must inform housekeeping so the room may be cleaned. Once it is cleaned, housekeeping must inform the front office so the room may be sold. These are both examples of reciprocal interdependence in which individual units provide each other with inputs.

Other linkages within the rooms department are illustrative of sequential interdependence, which occurs when the output of one unit becomes the input of another. An example is housekeeping's inability to properly provision a guest room if the laundry does not supply enough clean towels or bed sheets. A less obvious example deals with the output of information from one department to another. For example, engineering cannot replace a defective light switch in a guest room if housekeeping does not report the problem. These examples illustrate the reciprocal and sequential interdependence that exists between subunits of the rooms department. Effective management under these conditions calls for standardized plans, procedures, schedules, and deadlines. Coordination between units also requires frequent direct communications between executives.

2. The Food and Beverage Department

The primary function of the food and beverage department is, of course, to provide food and drink to a hotel's guests. In earlier times, when an inn had only one dining room, this was a much simpler task. Today, however, providing food and drink is much more complicated. The 500-room hotel in this discussion might well have a coffee shop, a gourmet restaurant, a poolside snack bar, room service, two banquet halls, and ten separate function rooms where food and beverage may be served. It might also have a piano bar and lounge, a nightclub, and a lobby bar. This adds up to 19 food and beverage outlets, excluding room service! On a busy day (or night), it's likely that each of these outlets will be used. Often, more

than one event takes place in an outlet during a 24-hour period. There is great diversity in the activities performed by a food and beverage department and considerable variety in the skills required, so the department comprised a number of functional subunits where tasks are specialized. To begin with, there is the food production, or kitchen, department. In a 500-room hotel, this unit is headed by the executive chef, a person of great stature and authority in a first-class hotel. Under the executive chef are a variety of culinary specialists responsible for different aspects of food preparation. The service of food in a hotel's restaurants and food outlets is usually the responsibility of a separate department, which, in a large hotel, is headed by an assistant food and beverage director. The food service department contains the individual restaurant and outlet managers, waiters, waitresses, and bus help. Because of the special problems associated with room service, many large hotels have a separate subunit responsible only for room service. The high value and profit margins associated with alcoholic beverages cause hotels to form a separate department with responsibility for the bars, lounges, service bars, and other alcoholic beverage outlets. Most full-service hotels do considerable convention and catering business. A convention uses small function rooms for separate meetings, larger rooms for general sessions, and even larger facilities for banquets. Catered events include local parties, wedding receptions, business meetings, and other affairs held by local groups. To provide for the unique needs of these customers, hotels often

organize separate catering and convention departments that specialize in this kind of business. Finally, the job of cleaning the spaces of the food and beverage department, dish and ware washing, and general food and beverage expediting is often assigned to a separate subunit known as the stewarding department.

3. Sales and Marketing

This department is quite small, making intradepartmental coordination fairly easy. Also, the department is removed from most day-to-day operational problems faced by other departments. Still, there is a division of work among sales managers, usually based on the type of customers a hotel is attempting to attract. Individual sales managers often specialize in corporate accounts, conventions, or tour and travel markets. Sales managers are sometimes further subdivided along geographical line such as regional or national accounts. Still, the sales staff, even for a 1,000-room hotel, usually does not exceed a dozen or so members. Sales managers work more or less independently in their particular market segments. Thus, problems of intradepartmental interdependence are usually not severe.

4. Personnel

A hotel's personnel department is a staff organization set up to handle a specialized function. It serves no customers, books no business, and prepares no meals, yet it plays a vital role in a hotel's efficient operation. Personnel department is subdivided into three sub functions: employee

recruitment, benefits administration, and training. The personnel director must be an expert on labor law and able to advise managers in other departments. While these three sub functions are related, they do not present many problems of interdependence. Instead, the personnel department's major challenge occurs as it attempts to interact with other hotel departments. Personnel may recruit, interview, and screen prospective employees, but final hiring authority resides in the line departments. The same is true of promotion and disciplinary decisions, where the personnel department's input is advisory only. As a staff department, personnel's effectiveness is largely dependent on its manager's ability to form effective working relationships with other departments.

5. Accounting

The accounting department often combines both staff and line functions. Its traditional role is recording financial transactions, preparing and interpreting financial statements, and providing management with timely reports of operating results. Responsibilities also include payroll preparation, accounts receivable, and accounts payable. These functions are the responsibility of the assistant controller for finance. There is, however, another dimension to the accounting department that connects to operations, cost accounting, and cost control throughout the hotel. This often results in the department being called the controllers' department rather than the accounting department. The two central concerns of

accounting control are rooms and food and beverage. The accounting department's front office cashier tracks all charges to guest accounts. The night auditor reconciles all guest bills with the charges from the various hotel departments. Although these employees work at the front desk and sometimes have direct guest contact, they are members of the accounting department and report to the assistant controller for operations. The food and beverage controller, and the food and beverage cashiers, who work in the accounting department, keep track of the revenues and expenses of the food and beverage department. Food and beverage cashiers report to the assistant controller for operations, and the food and beverage controller reports directly to the hotel controller. The food and beverage department may be responsible for food preparation and service, but the accounting department is responsible for collecting revenues! The food and beverage controller verifies the accuracy and reasonableness of all food and beverage revenues. The accounting department is responsible for tracking and preparing daily reports on the costs of the food and beverage used in the hotel. In many cases, the accounting department is also responsible for purchasing and storeroom operations. Finally, the director of systems is responsible for designing the accounting and management information systems used throughout the hotel. This discussion demonstrates the accounting department's direct involvement in day-to-day operational aspects of the hotel.

D. Front Office

Regardless of the class or type of the hotel, front office is the most visible and essential focal point of a hotel. The focal point of activity within the front office is the reception desk, which is located in the front lobby of a hotel and dispenses all front-of-the-house activities of the hotel. It is the communication center of the hotel with a great amount of guest contact. Guests interact with the hotel for the first time by interacting with the staff of the front office, and they form the first impression about the hotel based on the efficiency, competency and behavior of the front office staff.

The reception desk performs the functions like the sale of rooms, guest registration, room assignments, handling of guest requests, maintenance of the guest accounts, cashiering along with handling mail and providing information. The financial tasks usually handled by the front desk personnel include receiving cash payments, handling guest folios, verifying cheques and handling foreign currency and credit cards.

1. Front Office Function

Based on Chan (2013, p.81) the primary function of the front office is that of a facilitator between the guest and other departments of the hotel. Another job of Front office desk is also to support and help in providing services to the 119 guests. The number of interactions and transactions between the guest and the hotel during a guest stay, determine the type and nature of front office operations.

a. Front of the House Open

Refers to those departments or areas which are accessible and visible by guests, e.g. front desk counters, restaurants, concierge and bell services. They are the points of service encounters where service staff usually have direct contacts and interactions with guests.

b. Back of the House

On the contrary, refers to those departments or areas which rarely have staff-to-guest interactions, e.g. kitchen, housekeeping, human resources and engineering departments. It should be emphasized that some 'back-of-the-house' positions would also come across and interact with guests. For example, a room attendant may meet a guest while cleaning the guest rooms.

However, they are not considered as 'front-of-the-house' positions since their major duty is room cleaning rather than communicating with their guests.

2. Front Office Organization Structure

According to Ismail, (2002, p. 96). The staffing and deployment within hotels can differ from property to property. Many factors go into determining the organizational makeup of a hotel. At the most basic level, a hotel will be staffed based on the following criteria:

- a. A hotel's size classification
- b. A hotel's location type
- c. A hotel's product type (service level and target market)

If one was to strictly look at the management organization of a hotel, each of the above would play a role in dictating who and how many did what. How each of these criteria affects the organization also depends on the hotel's lodging management association and the mandates, if any, placed upon its management company or hotel chain.

A small owner-operated hotel would obviously need fewer managers than a mega-size hotel operating under a management contract. A resort, simply by the nature of its facilities and services, would need more management personnel than an airport hotel of the same size. A limited-service hotel does not have the need for restaurant or kitchen help because they do not typically offer that amenity.

Given the variety of ways a hotel could deploy its staff using these organizational criteria, a standard example that covers all would be difficult. It would be most useful to select a hotel profile that illustrates the most widely used organizational deployment structure. Therefore, later in this chapter an in-depth analysis of the organizational deployment of an example hotel will be conducted.

E. Receptionist

1. Definition of Receptionist

The reception becomes a hotel's organization centre which informs the guests about how they may use reception telephone for special hotel features (Austria, 1999, p. 5).


According to Abbott and Lewry, During his stay he may well have occasion to go back to reception several times, sometimes for information or to pick up messages, and sometimes for help with tickets or further travel. He will probably have to call there at the end of his stay in order to hand in his room key and deal with his bill (1999, p. 4).

Based on Suwithi and Boham (2008), "*Seorang reception adalah orang yang penting bagi tamu dan hotel. Bagi tamu, tugas reception adalah orang yang paling sering dihubungi selama mereka menginap. Bagi hotel, tugas reception adalah orang yang menciptakan dan mempertahankan citra yang baik dan membuat tamu ingin datang kembali ke hotel*". Reception is people who are important to guests and hotels. For guests the reception officer is the person most often contacted during their stay. For the hotel the reception clerk is the person who creates and maintains a good image and make guests want to come back to the hotel (p.123).

According to Matti (2009), "The basic tasks of receptionist is to handle the check in and checkout procedures of hotel customers and to make sure that payments are handled in a correct way" (p.20)

2. Role of Reception

Jones (2012, p.15-16) advised some of the tasks that will be completed by receptionist as a daily basis, they are:

- 
- a. Check guests in/out
 - b. Enter reservations
 - c. Deal with telephone enquiries
 - d. Transfer calls to other departments
 - e. Sign for and check all deliveries
 - f. Handle cash, and other safe deposits
 - g. Deal with requests for local information
 - h. Deal with guest queries and complaints
 - i. Coordinate with management and sales for functions and events
 - j. Deal with conference delegate registrations and conference organizer requests
 - k. Arrange dinner bookings
 - l. Up sell meals and in-house services to guests
 - m. Process faxes, emails and letters
 - n. Process deposits, payments and generate bills
 - o. Administer signage and other information for the front desk
 - p. Clean the front of house area
 - q. Arrange for coffee stations and other items to be refreshed

- r. Update room availability on certain websites
- s. Arrange maintenance repairs
- t. Complete courtesy calls to guests
- u. Program electronic keys and sign in/out hard keys
- v. Complete regular reservation checks
- w. Liaise with all departments to enhance guest experience

3. The Main Skill of Receptionist

Jones (2012, p.16), also explained about the main skill of receptionist, they are:

- a. Interpersonal: liaising with guests, colleagues and management to ensure smooth running of the entire hotel.
- b. Organization: a key feature of working on Front of House is the ability to be well organized at all times.
- c. Negotiation: whether it is handling a complaint, or selling a room, you will often need to negotiate with others to get the best possible outcome for all parties.
- d. Call handling: a lot of business comes from telephone enquiries, and a lot of complaints are handled over the phone as well; so how you handle the call is crucial
- e. Sales: a key part of any customer facing role, you should be utilizing every opportunity to increase revenue across the hotel.

- f. I.T: a lot of work is computerized, so you will need to be adept at using the computer systems in place, and use them in accordance with company guidelines to retain consistency.
- g. Multi-tasking: you will often need to multitask, be it using the computer whilst on the phone, or checking a guest in whilst directing them to their room.

F. Relevance Research

The author has found the research of previous paper that similar and relevance with this paper, which entitled “ The Job of Front Desk Agent in Front Office Department at HorisonUltima Hotel Bekasi”created by EsterlitaSiahaan student of English in School of Foreign Language-JIA. The author has similar observation in the same department in front office.

Esterlitamade observation for 3 month at Hotel HorisonUltimaBekasi on 23rd January to 23rd April 2017. The author and Esterlita found the similarity in chapter 1 until chapter 4.

CHAPTER III

COMPANY PROFILE

A. Company History

Since its establishment in 1970, PT. METROPOLITAN DEVELOPMENT has 52 (fifty two) diverse subsidiaries. Currently the business scope of the Metropolitan Group is growing professionally and internationally, where the business sector is involved not only in property but also in industry, tourism, commerce, health and financial management. The key to the success of the Metropolitan Group itself is the Leadership Role (Leadership Round).

The founder of the Metropolitan Group is Ir. P. Ciputra, H. SubagjaPrawata, Ir. Budi Brasali, Drs. H. BudimanKusika, Ir. Soekrisman, Ir. Secakusuma, SE and Ir. Ismail Sofyan. These seven founders are committed to the fact that the Indonesian state has a potentially good potential as an ideal place to visit and a place to live.

The success of the Metropolitan Group at this time is due to the establishment of good cooperation between its subsidiaries, one of which is PT. METROPOLITAN LAND which has business unit in the form of Hotel HorisonBekasi and Metropolitan Mall of Bekasi. In addition the company is also engaged in housing such as Menteng Metropolitan Housing, Plaza Tambun, Metropolitan Permata, Metropolitan Park and Metropolitan Puri.

The first hotel built by the Metropolitan Group was the Hotel Horison Jakarta in 1975. This was the forerunner of Horison's local hotel chain, which

was followed by the construction of Hotel Horison Bandung in 1989 and operated in 1991. The next step of this local hotel chain extends its wings to Sumatra by establishing Hotel Horison Bengkulu.

The next shot is to the Special Region of Yogyakarta. However, seen from the level of occupancy of hotels in the region makes the Metropolitan Group delayed his steps. Similarly, the shooting to the island of Bali was canceled because the number of hotels on the island is considered too much.

Then binoculars were directed to the area of Bekasi, West Java. In this region, the Metropolitan Group has built housing and shopping malls. In accordance with the planned superblock concept, later this complex will also be built office buildings and apartments where this complex will be used as a landmark that really is the pride of Bekasi citizens. Another rationale says that Bekasi is felt to be growing rapidly as a large industrial city and is known by other countries. This can be seen from the growth of factories that are increasingly widespread which is a form of economic cooperation between Asian and foreign businessmen.

1. The History of HorisonUltimaBekasi

Hotel HorisonBekasi is the first four-star hotel in the Bekasi area that is located directly adjacent to Metropolitan Mall. The 8-storey hotel with a total area of 32,000 M2 operates since May 6, 1994 (Soft Opening), while its grand opening (Opening) was held by President Soeharto on December 6, 1995.

2. General Description of Hotel HorisonUltimaBekasi

Hotel HorisonBekasi is built as the city of Bekasi grows to meet business and industry needs while increasing tourism. With Master Plan made by PercentjanaDjaja, Hotel Horison is designed in a modern and luxurious manner with the facilities and facilities of a classy four-star hotel to pamper the guests. Facilities and facilities include: swimming pool, music club and karaoke, fitness center, coffee shop 24 hours, Metsky restaurant and others.

Here there are 266 rooms with international standards, Krakatau Convention Hall for weddings and meetings with a capacity of up to 2000 people and six rooms for seminars, meetings and more. Its location adjacent to the Metropolitan Mall also further support its convenience.

Since its launch in May 1994, Hotel HorisonBekasi in 1995 has had an average occupancy rate of 60% and increased to 75% in 1996, 82% in 1997. In 2008 with an average occupancy of 78%. And the year 2011 is estimated at over 82%.

3. Classification of Hotel HorisonUltimaBekasi

Classification a Hotel HorisonUltimaBekasi depends on several factors, there are:

a. Selling price

Hotel HorisonUltimaBekasi is a hotel that has a European pan system, because the price of the room sold does not included the price

of the meal number of room. Because HotelHorisonUltimaBekasi has more than 100 rooms.

- b. Hotel Horison Ultima Bekasi is categorized as a big Hotel in Indonesia.
- c. Type of guest

Hotel HorisonUltimaBekasi so can be categorized into a business hotel, because the guest staying at hotel are businessman.

- d. Long stay

Hotel HorisonUltimaBekasi is classified or categorized as Residential Hotel. Because, guest stay for long period of time which is more than one month on average.

- e. The location of hotel

Hotel HorisonUltimaBekasi is located at JalanKalimalang, Bekasi Selatan. Very strategic because it is close government office, business center, toll, industrial area, and shopping center.

4. Facilities of Hotel

In addition to the facilities or existing in the room, Hotel HorisonUltimaBekasi also provides other facilities, such as:

- a. 24 hours room services
- b. Business center
 - Computer rental, photo copy, having fax facility, printing and internet.
- c. Restaurant
 - Malabar coffee shop (2nd floor)
 - Metsky dine and lounge (10th floor)

- Host coffee (lobby hotel)

d. Mail service

e. Laundry and dry cleaning service

f. Sport facilities

- Fitness center

Fitness center is quite large and supported facilities such as Whirlpool, Relaxation room, Sauna, and Massage Aromatherapy.

- Teratai swimming pool

Swimming pool located on the 5th floor, equipped with sunken bar, and club house of Hotel HorisonUltimaBekasi.

g. Function room

Location of function of room in Hotel HorisonUltimaBekasi, overall is located on the 2nd floor, 3rd floor, 8th floor, and 10th floor. And the number of function room in Hotel HorisonUltimaBekasi with the following specification:

There are the several ballroom from each floor there are:

- On 2nd floor

1. Dago
2. Burangrang hall

- On 3rd floor

1. Ciremai room
2. Galunggung room
3. Papandayan room

4. Tangkubanperahu room
5. Pangrango room
6. Krakatau hall (largest hall)

Measuring 40 x 24 meters, and Krakatau hall can be accommodate up to 2000 people.

- On 8th floor
 1. Executive lounge
 2. Gedehalimun

- On 10th floor

1. Sky ballroom

Each room measure 9.5 x 8 meters and can accommodate up to 50 people.

- h. Airport shuttle bus
- i. In house clinic / doctor keep

5. Types of Room

Hotel HorisonUltimaBekasi has 5 types of rooms for different guest needs. But standard facilities exist in every room type, such as: telephone, safe deposit box, television, and wardrobe.

a. Deluxe Room

Deluxe room is standard room of Hotel HorisonUltimaBekasi, located from the 5th to 7th floor. The deluxe room which consists of 156 rooms, consist of 96 rooms using twin size bed and 58 room using king

size bed, and 2 queen size bed rooms. The room area is + 28 square meters.

b. Business Suite

The room is 6 units, each of which has one living room and one bed room.

c. Executive Suite

Rooms of this type total is 17 units all of which have dining room. Seven of them have pantry equipped with microwave oven.

d. Horison Suite

Hotel HorisonUltimaBekasi only has 5 rooms of this type with almost the same specification as the executive suite type, only this room is equipped with a gazebo that gives more attractiveness and comfort for the stay.

e. Royal Suite

Total the number of this type there are 7 rooms are all located on the 4th floor. Each room consist of 4 parts of the room is 2 bedroom, 1 living room, and 1 dining room. Besides, this room also has a pantry that is equipped with microwave oven. And this room is suitable for family needs.

6. Vision, Mission, Quality Policy and Motto Hotel HorisonUltimaBekasi

Vision, being Hotel HorisonUltimaBekasi as the main choice hotel in Jakarta Bekasi and surrounding areas. Mission, always committed to

delivering high quality products to meet customer expectation through word class resource development and management.

Quality policy, in order to realize the vision and mission of the company, Hotel HorisonUltimaBekasi is determined to provide high quality products with professional, trustworthy and plenary services. To meet customer, employee and owner expectation through:

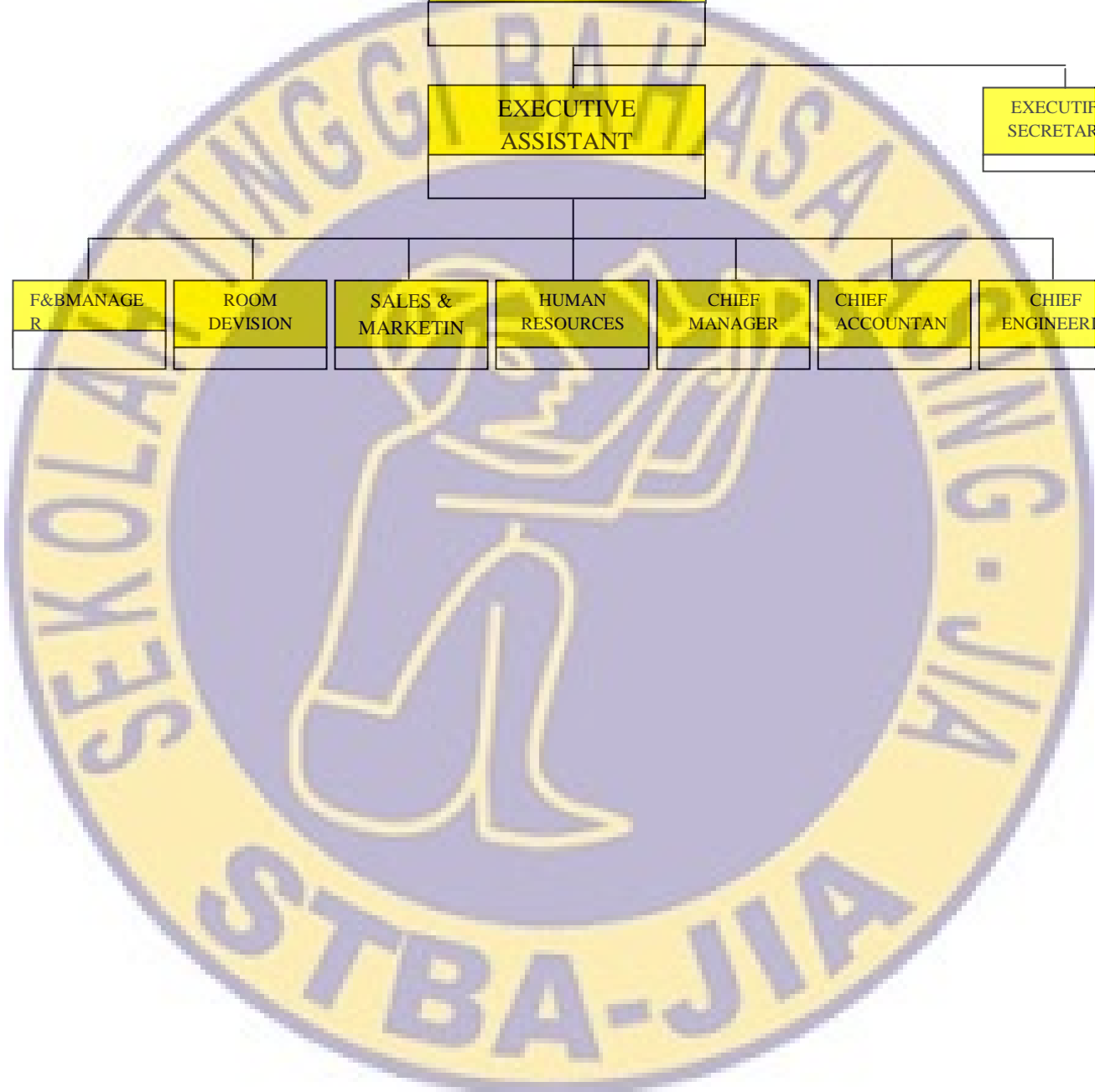
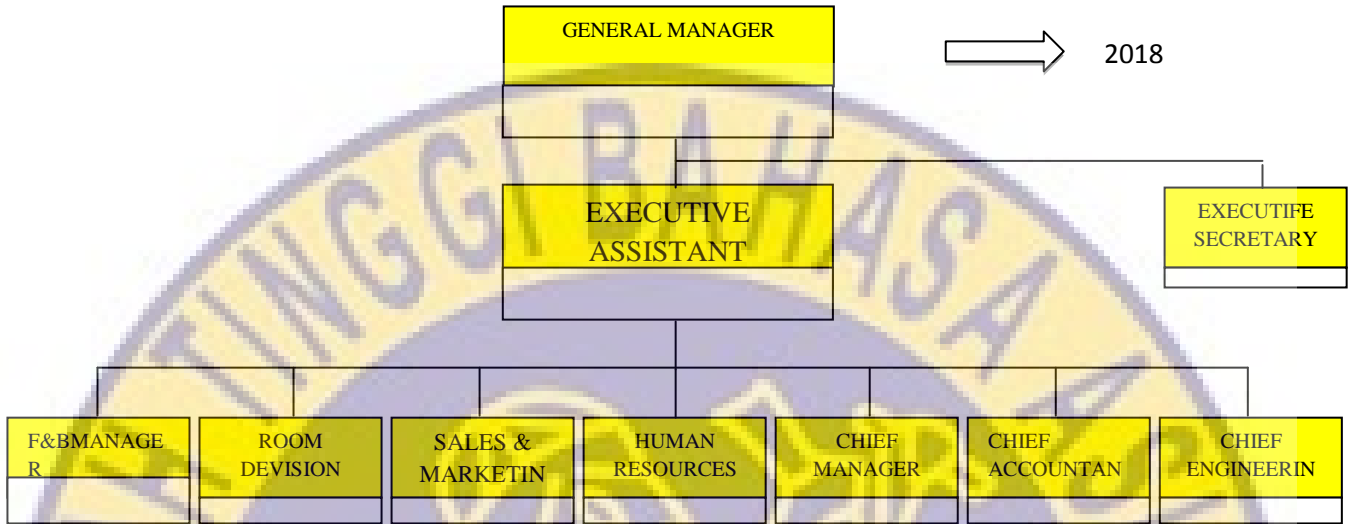
- a. Developing in ISO 9001: 2000 quality management system on a going basis to meet established requirements.
- b. Through product development and innovation research.
- c. Maintaining and enhancing personal capabilities through the development of education and training.

B. Organizational Structure

The organizational of hotel structure will be basically the same. Usually into several distinct departments, each responsible for a particular area work. The largest the hotel is and the more facilities it offered, the more specialized the department become.

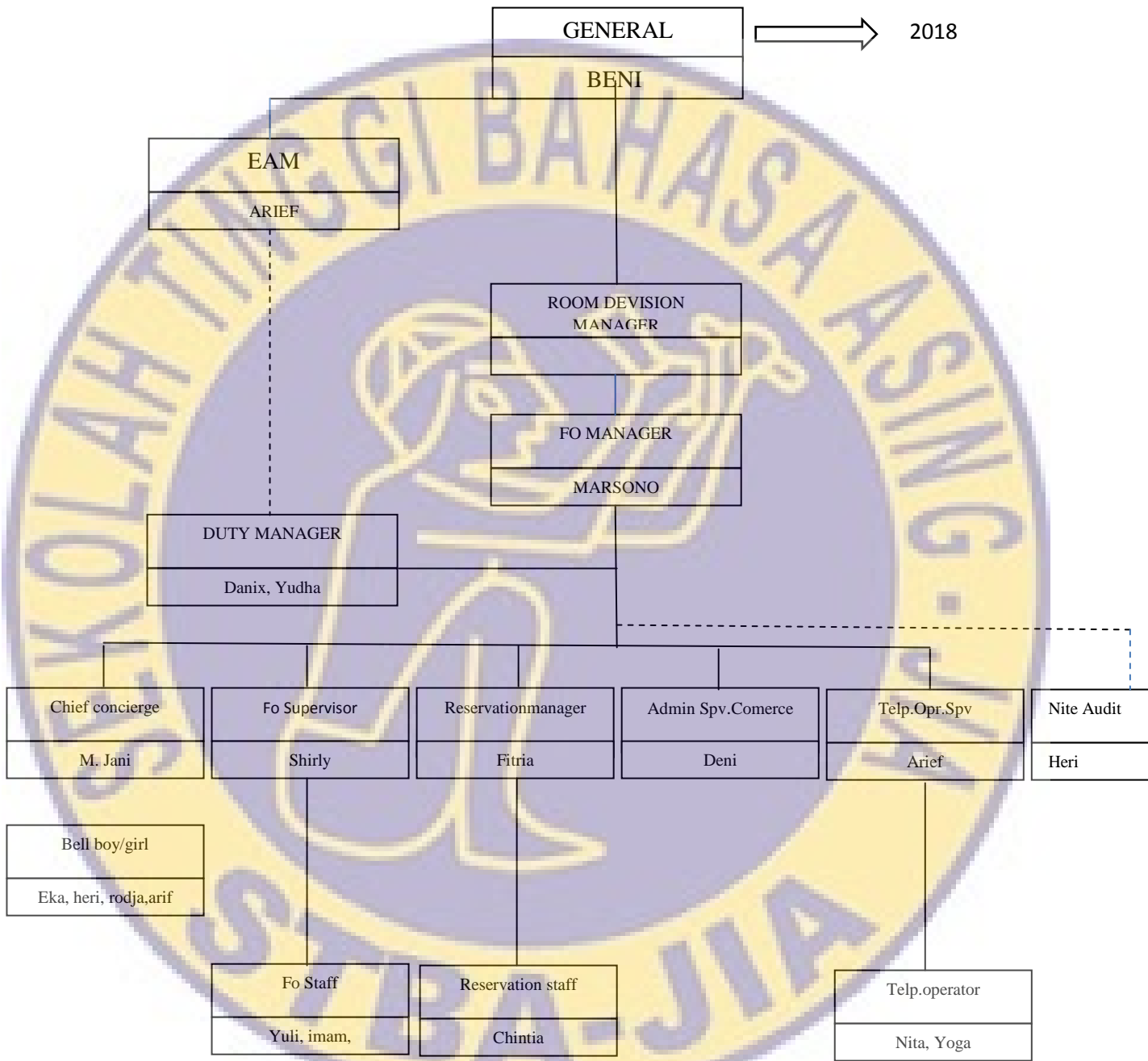
STUKTUR PRGANISATION

HOTEL HORISON ULTIMA BEKASI



STRUKTUR ORGANISASI

FRONT OFFICE



1. Function of major hotel department

a. Sales and marketing

Function of the sales and marketing department involve generating new business for the hotel, coordinating advertising, as well as promotion and public relations activities at enhancing the hotel's image.

b. Engineering

Engineering department is responsible for maintaining the physical plant of the hotel such as electricity, plumbing, air conditioning, heating and elevator system, and for overseeing all mechanical and technical conditions of the hotel.

c. Food and Beverage

Food and beverage provides services to the hotel guests and visitors through a variety of outlets and facilities/services. For example bar, coffee shop, restaurant, cake shop, bar, room services, and banquet services.

d. Accounts

The accounts department is headed by the financial controller, as a key member of the management team, can guide the hotel to an increasing profitability through better control and asset management. In addition, this department is responsible for monitoring all of the financial activities hotel.

e. Human Resources

Human resources (personnel and training) department is responsible for hiring, training, labor relations, orientation, wage and benefit administration, staff development, and employee relations.

f. Security

Security department is responsible for implementing procedures which aim at protecting the safety and security of guest hotel, visitors, hotel employee and the hotel itself.

2. The duties of key executive

The main responsibilities of the general manager included:

- a. Coordinating the work of all departments
- b. Providing leadership to the management team
- c. Leading the hotel staff in meeting the financial, environmental and community

3. Front Office Department

a. Front Office Manager

Front office manager performs the following duties:

- 1) Monitoring reservation status
- 2) Looking over market mix and preparing occupancy forecasts
- 3) Reviewing previous night occupancy and average room rate
- 4) Determining rate structure and supervising implementation of rate policies

b. Telephone Operator

Telephone operator department is headed by the telephone services manager. The telephone supervisor and telephone operator process all incoming and outgoing calls through the hotel switchboard. Staff in telephone operator generally processes good language and communication skills.

c. Reservation

Reservation manager takes charge of this section and makes decision on whether room reservation or booking should be accepted when the hotel is fully booked. That's why reservation room stop talking to allow overbooking of rooms.

d. Front desk supervisor

- 1) Compiling duty roster
- 2) Overseeing the smooth running of the front desk
- 3) Greeting important guest

e. Reception (front desk clerk)

Reception is front office area is commonly termed, as it is the places where the guest are received when they arrive at the hotel. Reception is a first point interaction between the hotel and the guest. Being the prime interface between the hotel and the guests, the front office is located near the main entrance of the hotel.

f. Concierge

The concierge comprises of a large group of uniformed staff, including: airport representative, parking attended, driver, baggage porter, baggage supervisor, door attendant, and driver.

C. Procedure and Work Frame

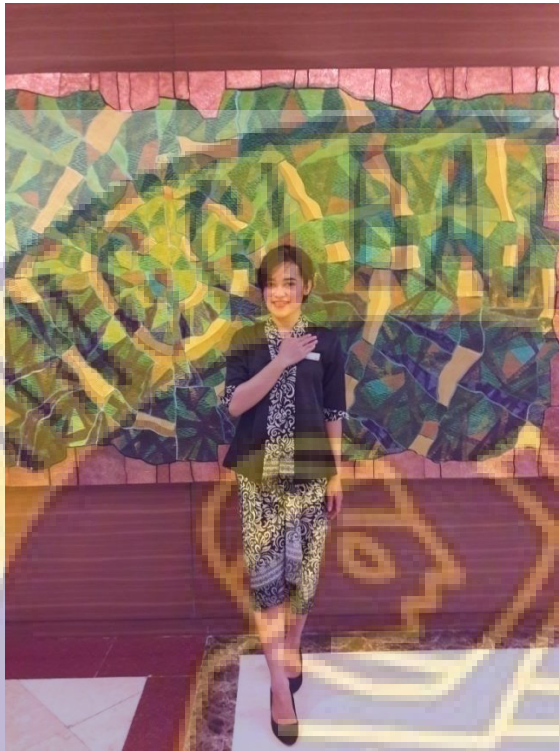
1. Prepare the receipt with the amount adjust for arrival report and approximate guest walk in
2. Input the complete and correct guest data to the computer and included room rates
3. Prepare key bag, welcome drink, key card, and block rooms for guest who have reservation and will check in today
4. Answering phone calls politely, understanding the request and needs of the caller, and offering help
5. willing to help housekeeping in room services when room occupied is full
6. doing showing room if guest want
7. check the status of the room especially and prepare for guest who walk in
8. Copy ID or passport for first time guest check in or no complete data
9. Must joining kid activity (event for kids on every weekend) on the schedule that has been determined by HRD training

- Standard Grooming Front Desk



- Uniform must change every day
- Uniform provided by the hotel, should be worn during duty and not to take home
- Do not wear beads or pearls
- Decency is the best female ornament
- Stocking of beige leather to wear every duty

- If wearing a kebaya (weekend)



CHAPTER IV

REPORT OF OBSERVATION FINDINGS

A. Data Description

In this research, the writer uses qualitative research methods. In this chapter, the writer tries to describe and explain about anything of daily activities during direct observation as a Front Desk Agent.

1. Location

Object of the research is located at HorisonUltimaBekasi. Jl. K. H. NoerAlie, PO Box 223, Kayurungin Jaya, Bekasi Selatan, Pekayon Jaya, Bekasi, Jawa Barat 17148.

2. Time of research

The writer made observation for 2 month that was from 29th January until 28th March with 2 different shift times during each month.

3. Data of the research

a. First month 29th January – 26th February 2018

- 1) Monday – Friday : 29th January – 2th February 2018
- 2) Sunday – Thursday : 4th February – 8th February 2018
- 3) Saturday – Wednesday : 10th February – 14th February 2018
- 4) Friday – Tuesday : 16th February – 20th February 2018
- 5) Thursday – Monday : 22th February – 26th February 2018

b. Second Month 28th February – 28th March 2018

- 1) Wednesday – Sunday : 28th February – 4th March 2018
- 2) Tuesday – Saturday : 6th March – 10th March 2018
- 3) Monday – Friday : 12th March – 16th March 2018
- 4) Sunday –Thursday : 18th March – 22th March 2018
- 5) Saturday – Wednesday : 24th March – 28th March 2018

c. Observation of time : Morning shift (07.00 – 15.00)

- 1) The research : 07.00 – 12.00
- 2) Break : 12.00 – 13.00
- 3) After break research : 13.00 – 15.00

d. Observation of time : middle shift (11.00 – 19.00)

- 1) The research : 11.00 – 17.00
- 2) Break : 17.00 – 18.00
- 3) After break research : 18.00 – 19.00

This chapter also presents the report of observation finding, and the problem of the research will be answered in this chapter. Data are taken from front desk agent (reception) jobs at front office department in Hotel Horison Ultima Bekasi as follows:

1. Preparing key bag, preparing key card, welcome drink, pen, etc,
2. Checking the status room, prepare for guest walk in,
3. Preparing oshibori with the amount adjusted for arrival report,
4. Input the complete and correct guest data in computer and room rate too,
5. Copying ID for first time guest check in for complete data,

6. Checking the completeness of the front office needs especially for receptionist,
7. Answering phone call, help of offering and understanding the request or needs of the caller,
8. Willing housekeeping to help in room service when room occupied fully,
9. Doing showing room if guest want,
10. Joining kid activity (weekend)

B. Observation Obstacles

During the research in the front office department of front desk agent, at Hotel HorisonUltimaBekasi, the writer observed several tasks which describe as follow and the obstacles in observation are:

First week

1. Observation Time

Dates: January 29th - February 4th2018

2. Job task

Preparing key bag, preparing key card, welcome drink, pen, etc.

3. Obstacles

The writer must prepare for guest especially welcome drink. To prepare it all, the writer must not be nervous and control the speed of preparing with the limited times. If there is no one in the reception, we have to make welcome drink for guest by ourself and bring it to mini bar which is in

reception desk. If there are guests who want to check in we, can easily to serve it

Second week

1. Observation Times

Dates: February 5th– February 11th 2018

2. Job task

Checking the status room, prepare for guest walk in

3. Obstacles

Sometimes, availability of rooms is not for walk in guest, because the room is already booked in advanced by guest who check in via travel agent in internet, by phone, and complimentary (group).Especially in the weekend or national holiday.

Third week

1. Observation Time

Dates: February 12th - February 15th2018

2. Job task

Preparing oshibori which isadjusted with the amount of guest based on arrival report

3. Obstacles

Sometimes, oshibori is unused and the reception rarely gives it to the guest, because some guest do not know the usefulness of the oshibori. The writer took oshiboriin the laundry and brought it with a box to the reception desk which had been provided with special warmers. Oshibori

must be used maximal 12 hours or it cannot be used anymore, the towel will be yellowing.

Fourth week

1. Observation Times

Dates: February 16th– February 23th 2018

2. Job task

Input the complete and correct guest data in computer and room rate too

3. Obstacles

Every day the receptionist must input data to the computer, and must be match between registration form and guest ID. Sometimes, guests do not give complete data. Inputting data and room rate to the computer is very important for data hotel if there is unpredictable condition toward the guest.

Fifth week

1. Observation Time

Dates: February 24th– February 28th 2018

2. Job task

Copying ID for first time guest check in for completing the data

3. Obstacles

When guests come and check in, they have to show id card to input in reception's computer. Meanwhile, sometimes the receptionist in charge forgot to return the guest ID which left in reception table.

Sixth week

1. Observation Time

Date on March 1th – March 6th2018

2. Job task

Checking the completeness of the front office needs, especially for receptionist

3. Obstacles

Every week, the writer must check reception needs and equipment before they run out. Reception sometimes needs paper or labels that must be bought at the outside store such as supermarket or minimarket store.

Seventh week

1. Observation Time

Dates: March 7th– March 13th2018

2. Job task

Answering phone call, offering and understanding the request or needs of the caller

3. Obstacles

When new guests arrive, sometimes the hotel room is lack of room facilities such as doormats, blankets, soaps, and so on. The guests always call the reception to request the room facilities. The writer sometimes feel nervous when answer the telephone lack of insight and makes the writer difficult to answer complain and caller need. As well as when they will

check out, the guests always call to request a concierge to bring trolley to carry the guest bag.

Eighth week

1. Observation Time

Dates: March 14th – March 16th 2018

2. Job task

Willing housekeeping to help in room services when room occupied fully

3. Obstacles

Every weekend, there are always plenty of guests. When guests must check in, sometimes the room is not ready or the room is fully. When the room is full, the front office must prepare to get command from the room division manager to help room services. Despite, the housekeeping is lack of experience and knowledge.

Ninth week

1. Observation Time

Dates: March 18th – March 22th 2018

2. Job task

Doing showing room if guest want

3. Obstacles

Sometimes, when first time come to this hotel, guest is escorting to the room the receptionist will explain the type of room and facility of room when showing room. If guests are less interested, they ask to see another room and maybe not even to book a room. The writer must be willing to

take guests to every type of room in the hotel and the writer must explain the excellence.

Tenth week

1. Observation Time

Dates: March 24th – March 28th 2018

2. Job task

Joining kid activity

3. Obstacles

All of the trainer and the writer have been schedule are required to come and participate to guide the kids to play some games, make a creativity with handcraft in this event, and this event must in the weekend. Although in that day it was their day off, the trainee must come to hotel for following this event. If the trainee does not follow this event, they have no additional value.

C. Problem Solving

To complete all the data and answer some of obstacles, when the writer was doing the direct observation at the front desk agent (receptionist).

The obstacles will be analyzed as follow:

First week

All staff who working in the bar reception always stand by and prepare it all. For example key card, welcome drink, etc. Where the welcome

drink should be in the juice first and put in the dispenser. If the guest come to hotel and check in the writer take it the juice dispenser and put in the mini bar receptionist or served to the guest.

Second week

If the guest wants a room reservation, preferably a reservation from afar to avoid fully booked. For example the guest want to check in 21rd July, the guest must be make a reservation in 17th July for avoid room fully booked.

Third week

Oshibori is a small towel, that given a fragrance and warmed and give to the guest who want to check in. if guests do not understand to use the reception can plain it, and oshibori should always be provided for every guest who wanted to check in. if there is oshibori that is left directly return It to laundry linen so that does not result in a towel yellowing reusable.

Fourth week

Check more carefully before accepting registration form, if the guest writing the data not complete the reception can ask guest to fill their data back (phone number, email address, etc.).

Fifth week

Sometimes the ID card guest left at the receptionist table, it could be entrusted at the receptionist will call via telephone. If the guest staying in hotel, concierge can be taken to the room. And if the guest has checked out, the ID card can be shipped via express depending on the guest request.

Sixth week

In the hotel have a store for shopping needs office equipment. But in the store not supplies are available. It should be noted again what are needs of each office to expedite the work. It takes a shopping cart for the front office department to make it easy to carry heavy items (paper, pen, registration form, etc.)

Seventh week

The practice to answering telephone politely. First is must be greeting, offering help, and the writer understand the guest information describe. If the writer do not understand can ask to senior and still voice smile should be applied while answering phone even on your bed condition.

Eight week

The housekeeping and front office is a have relationship between department. They should be experience and qualification if placed in room services although temporary. Is not be good, if people who have no experience in the field of room service.

Ninth week

The writer as well as showing the room is applied to guest who have fixed booking in the advanced may be by paying deposit, in order to avoid the futility and harmful incidents.

Tenth week

Especially for the trainee, this event is required. Kid activities is held every holiday. The trainee is too obliged to follow this event, and there is a

clown, there are guide. And this event should apply to all employees so that everything is balance. So, trainee did not feel disadvantages and could enjoy the proper day off.



CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

With the development of tourism in recently Indonesia can be easily known by the world. There are so many destinations which attract to Indonesia. For supporting the development of tourism in Indonesia, hotels become one of the most important things.

Hotels that can be satisfy guests are hotels that always pay attention to the service and can work professionally in the field which makes all the parts that exist in a hotel can run well.

Based on the explanation above, the existence of Front Office Department especially Reception in a hotel is very important to support the service, therefore people who work in the hotel should be professional, and must be able to communicate well also correctly to give satisfaction while serving guests at a hotel.

Accordingly, the discussion of field work practices that have been the writer conducted in Hotel HorisonUltimaBekasi. In writing this report the author has still a lot of mistakes and deficiencies that require improvement, considering the limited knowledge possessed. Any suggestions or constructive criticism can make this field report practice more perfectly, so that in the future this Job Training Report can be useful for all parties.

B. Suggestion

In accordance with the work practices that have been implemented, the writer has self assessment of service provided by the hotel to hotel guests. There are still shortage in serving a guest in Hotel Horison Bekasi, for that the author has some suggestions that may be useful for the hotel.

1. The suggestions are as follows

- a. The Hotel employees must be more professional
- b. Mutual respect and helping each other among employees working in other departments must be more improved, so it will not cause any problems that will spoil the atmosphere of the hotel.
- c. Employees must be communicated with hotel guests, especially foreign guests. Improving the foreign language is very important, there are many foreign guests.
- d. It is better, if the hotel is renovated and repaired again
- e. To increase the number of foreign guests, the hotel need better promotion.
- f. Providing foreign language training regularly to hotel employees especially Front Office Department.

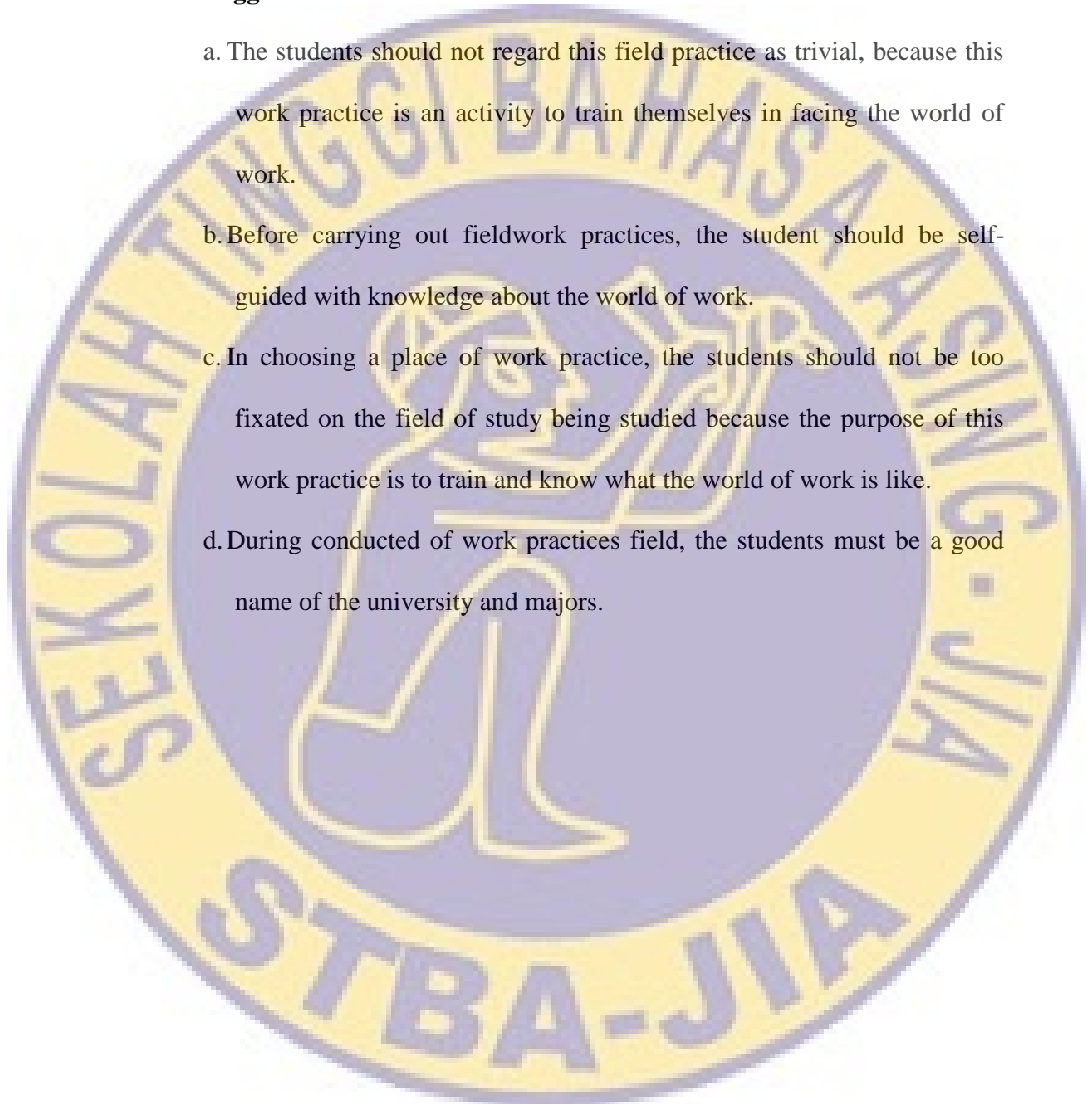
2. Suggestions for Faculties And Departments

- a. The faculty must give description about the training program before the student do the training.

- b. The department should prepare the students to have skill or non-academic ability.

3. Suggestion for Students

- a. The students should not regard this field practice as trivial, because this work practice is an activity to train themselves in facing the world of work.
- b. Before carrying out fieldwork practices, the student should be self-guided with knowledge about the world of work.
- c. In choosing a place of work practice, the students should not be too fixated on the field of study being studied because the purpose of this work practice is to train and know what the world of work is like.
- d. During conducted of work practices field, the students must be a good name of the university and majors.



BIBLIOGRAPHY

- Abbot, P., & Lewry, S. (1999). *Front Office*. Oxford: Elsevier LTD.
- Austria, E. (1999). *Business Phone Hotel Receptionist and Service Staff*. Austria: Ericsson Austria AG.
- Bardi, J. A. (2003). *Hotel Front Office Management*. New Delhi: John Wiley & Sons, Inc.
- Chan, B. (2013). *Tourism and Hospitality Studies Introduction to Hospitality*. Hong Kong: Education Bureau.
- Hoynala, V., M. (2009). *Receptionist Job Satisfaction in Hotels of Rovaniemi*. New York: JYVASKYLAN.
- Ismail, A. (2002). *Front Office Operations and Management*. USA: Thompson Delmar.
- Kainthola, V., P. (2009). *Principles of Hotel Management*. New Delhi: Global Media.
- Medlik, S. & Ingram H. (2000). *The Business of Hotels*. Oxford: Butterworth Heinemann
- Rutherford, D., G. & O'Fallon M. (2007). *Hotel Management and Operation*. Canada: Wiley
- Suwithi, N., W. (2008). *Akomodasi Perhotelan*. Jakarta: Departemen Pendidikan Nasional.
- Shiells, M., and Jones. (2012). *How To Be Receptionist and Other Handy Stuff for Working With People*. America: Laws and Treaties.



SEKOLAH TINGGI BAHASA ASING - JIA

Jalan Cut Muthia No. 30 dan 16A Telp./Fax. (021) 882 2727
KOTAMADYA BEKASI

Nomor : 828/STBA JIA / X / 2017
Hal : Permohonan Magang

Kepada Yth.
Bapak/Ibu Pimpinan
HOTEL HORISON
Jalan KH. Noer Ali, Kayuringin Jaya, Bekasi Selatan, Pekayon Jaya, Bekasi Selatan,
Pekayon Jaya, Bekasi Sel., Kota Bks, Jawa Barat 17148
di
Tempat

Dengan hormat,

Dalam rangka melengkapi penyelesaian studi Teaching Methodology Program Diploma Tiga (DIII) pada Sekolah Tinggi Bahasa Asing JIA, mahasiswa/i diwajibkan melakukan magang selama \pm 2 bulan. Waktu pelaksanaan magang serta lamanya magang kami serahkan kepada kebijaksanaan Bapak / Ibu.

Maksud dari pelaksanaan magang tersebut ialah agar mahasiswa/i dapat memahami secara lebih nyata kegiatan - kegiatan dalam bidang perhotelan, sehingga diharapkan dapat menambah keterampilan yang dimiliki mahasiswa/i.

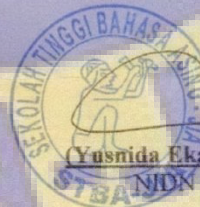
Berkaitan dengan hal tersebut diatas, maka dengan ini kami mohon perkenan kiranya para mahasiswa/i STBA JIA dapat diberikan kesempatan melaksanakan magang pada instansi yang Bapak/Ibu pimpin.

Sebagai bahan pertimbangan, mahasiswa/i yang akan melaksanakan magang adalah sebagai berikut :

NAMA	NPM	JURUSAN	PROGRAM
Andikawati	43131310150001	Sastra Inggris	Diploma Tiga (D3)
Nethania Ruth	43131310150010	Sastra Inggris	Diploma Tiga (D3)
Valdivia Simanju			

Demikian permohonan ini kami sampaikan, atas perhatian dan kerjasama yang baik kami ucapkan terima kasih.

Bekasi, 2 Oktober 2017
Waket 1.



(Yusnida Eka Puteri, S.S., M.Si.)
NIDN : 0412067304

Tembusan :
Ketua STBA JIA
Front Office
Kaprosdi Bahasa Inggris

CERTIFICATE

SEKOLAH

STBA

SINING - JIA



The Management of the

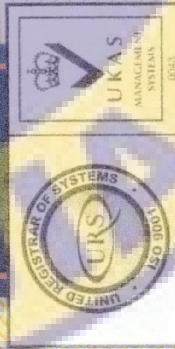
Hotel Horison Ultima Bekasi here with highly certifies that:

Andikawati

STBA JIA

Has Satisfactory Completed On The Job Training In The Department Of

Room Division



July 27th, 2018

HOTEL HORIZON ULTIMA BEKASI

HORISON
BEKASI

DADANG HERDIANA
HRD MANAGER

MINA MAHARTANA
GENERAL MANAGER

Gambaran Umum dan Struktur Organisasi Objek Penelitian

1. Gambaran Umum Hotel

Di dalam penelitian ini, peneliti menggunakan Hotel Horison Bekasi sebagai objek penelitian. Hotel Horison Bekasi merupakan hotel berbintang 4 pertama di Jalan KH. Noer Alie Bekasi Selatan provinsi Jawa Barat yang terletak persis bersebelahan dengan Mall Metropolitan. Berlokasi strategis di jantung Kota Bekasi dan akses mudah di jangkau, menjadikan Hotel Horison Bekasi tujuan bagi pembisnis, tamu lokal dan tamu dari luar negeri untuk menginap dan melakukan berbagai pertemuan kegiatan seperti *gathering*, *farewell party*, ulang tahun hingga pernikahan. Hotel Horison Bekasi memiliki 5 (lima) tipe kamar (room) dan fasilitas Hotel lainnya:

1. Kamar *Horison Suite*
 - 1) Ruang tamu kecil
 - 2) Lantai berkayu
 - 3) *Balcon* pribadi
 - 4) TV satelit, TV kabel, TV layar datar
 - 5) *Spring bed* 1 super-king
 - 6) Sofa, *Minibar*, Brankas, Telepon, Lemari, Meja kerja
 - 7) Kamar mandi pribadi dengan fasilitas *Shower*, *Bathtub*, air panas dan dingin, Peralatan Mandi
 - 8) Wi-fi gratis
 - 9) Berukuran 8x7 m² dengan total 5 kamar

2. Kamar *Deluxe*

- 1) TV satelit, TV kabel, TV layardatar.
- 2) *Spring bed* 1 super-king atau 2 single
- 3) *Minibar*, Brankas, Telepon, Lemar, Meja kerja
- 4) Kamar mandi pribadi dengan fasilitas *Shower*, *Bathtub*, air panas dan dingin, Peralatan Mandi
- 5) Wi-fi gratis
- 6) *Deluxe King*, berukuran 4x6.5 m² dengan total 75 kamar.

3. Kamar *Deluxe Double* atau *twin*

- 1) Lantai berkarpet
- 2) TV satelit, TV kabel, TV layardatar.
- 3) *Spring bed* 1 super-king atau 2 single
- 4) *Minibar*, Brankas, Telepon, Lemar, Meja kerja
- 5) Kamar mandi pribadi dengan fasilitas *Shower*, *Bathtub*, air panas dan dingin, Peralatan Mandi
- 6) Wi-fi gratis
- 7) Berukuran 4x6.5 m² dengan total 155 kamar.

4. Kamar *Suite Business*

- 1) Lantai berkarpet
- 2) Ruang tamu kecil
- 3) TV satelit, TV kabel, TV layardatar
- 4) *Spring bed* 1 super-king
- 5) Sofa, *Minibar*, Brankas, Telepon, Lemari, Meja kerja

6) Kamar mandi pribadi dengan fasilitas *Shower, Bathtub*, air panas dan dingin, Peralatan Mandi

7) Berukuran 5x6.5 m² dengan total 15 kamar.

8) Wi-fi gratis

5. Kamar *Suite Executive*

1) Ruang tamu kecil

2) Lantai ber kayu

3) Blancon pribadi

4) TV satelit, TV kabel, TV layardatar

5) *Spring bed* 1 super-king

6) Sofa, *Minibar*, Brankas, Telepon, Lemaries, Meja kerja

7) Kamar mandi pribadi dengan fasilitas *Shower, Bathtub*, air panas dan dingin, Peralatan Mandi

8) Berukuran 7x6.5 m² dengan total 16 kamar.

9) Wi-fi gratis

6. *Meeting Room*

Di Hotel Horison Bekasi terdapat 31 meeting room yang teletak di lantai 2,3,8 dan 10 dengan total luas ruang 4.200 m² dan dapat menampung sampai dengan 2.500 orang.

7. *Putri Lounge / Host Coffee*

Putri Lounge atau *house coffe* merupakan tempat bersantai bagi para tamu hotel maupun bagi orang luar hotel. *Putri Lounge* menyediakan berbagai makanan dan minuman umum diantaranya singkong keju, pisang

goreng, dan kentang goreng. Untuk minuman tersedia *coffee*, *cappuchino* panas atau dingin. Terletak di *Lobby* hotel.

8. *Room Service*

Tamu dapat memesan makanan dan minuman yang kemudian langsung diantar ke kamar tamu yang bersangkutan selama 24 jam sehari dan 7 hari dalam seminggu.

9. *Fitness Center*

Fasilitas ini terdapat alat-alat fitness dan kolam renang yang tergolong besar. Fasilitas kolam renang ini dapat digunakan oleh anak-anak dan dewasa.

10. *Concierge*

Memberikan pelayanan saat pertama kali tamu tiba dan saat meninggalkan hotel, dan dari sini tamu bisa memberikan penilaian mengenai pelayan yang diberikan hotel secara umum.

11. *Car Rental*

Hotel Horison Bekasi memberikan layanan penyewaan mobil bagi para tamu untuk antar jemput menuju dan dari bandara dan perusahaan tamu.

12. *Metsky Dine And Lounge*

Restoran *Metsky Dine and Lounge* yang terletak di lantai 10. Restoran ini menyediakan lebih dari 100 menu makanan dan minuman Indonesia, Oriental, hingga *Western*. Suasana *Metsky Dine and Lounge* sangat indah dengan dekorasi modern dan memiliki 3 ruangan yaitu VIP,

indoor, dan *outdoor*. “*Area outdoor Metsky Dine and Lounge* memiliki pemandangan yang luar biasa terlebih di malam hari,”

13. *Spa Therapy*

Spa Therapy merupakan fasilitas hotel yang bekerja sama dengan Hotel Horison Bekasi. Adapun pembagian hasilnya 70% untuk *Spa Therapy* dan 30% untuk Hotel Horison Bekasi. *Spa therapy* menyediakan berbagai fasilitas, didalamnya, seperti *aroma therapy, stone massage therapy, shiatsu*, dan *sauna*. Yang terletak dalam ruangan tersendiri di lantai 3 dekat dengan *Banquet Office*.

14. *Laundry And Dry Cleaning Service*

Di samping melakukan pencucian linen untuk keperluan hotel, pihak hotel juga melayani pencucian pakaian untuk tamu yang menginap di hotel.

15. *Safe Deposit Boxes*

Menyediakan tempat penyimpanan barang-barang berharga milik tamu.

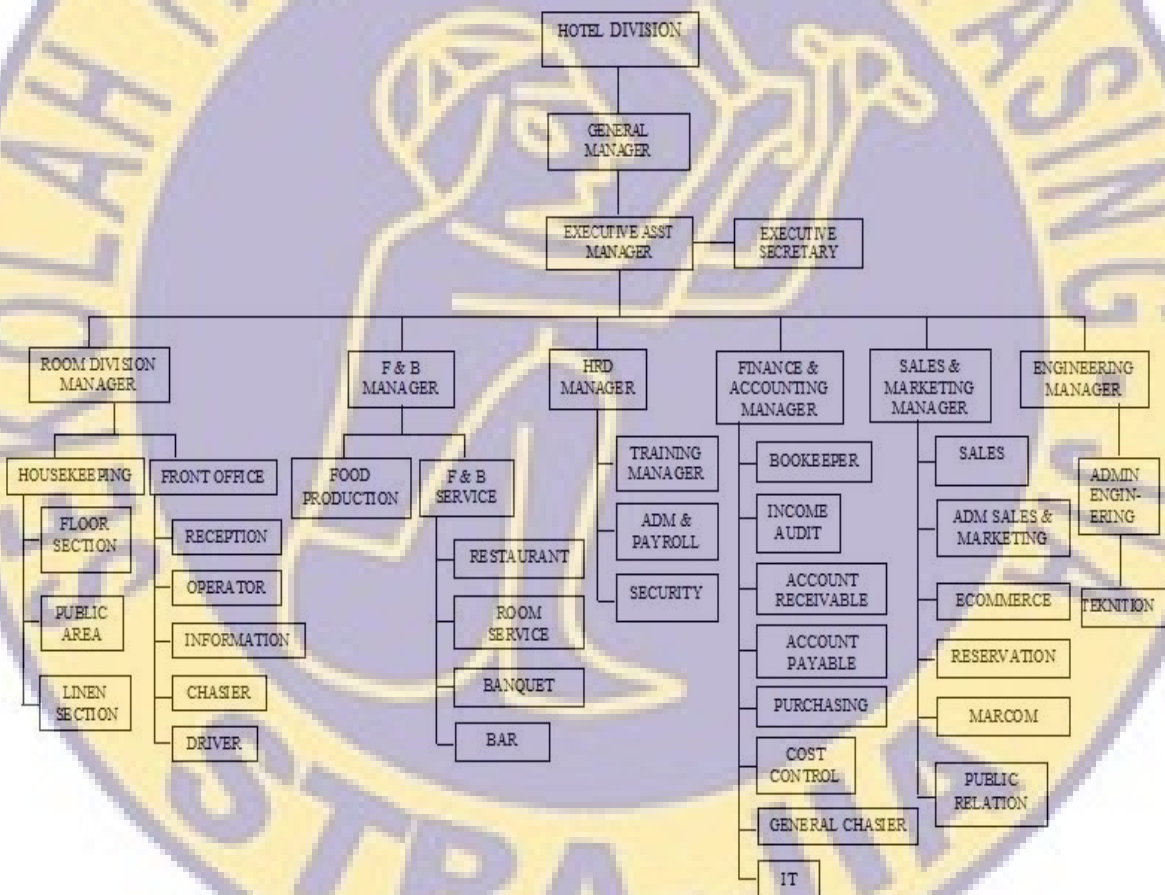
16. *House Clinic*

Menyediakan klinik untuk karyawan hotel dan mall metropolitan yang terletak di Basement hotel.


2. **Struktur Organisasi Hotel**

Tidak berbeda halnya dengan hotel secara umum yang memiliki struktur organisasi didalam melakukan aktivitasnya, Hotel X pun memiliki

struktur organisasi di dalam perhotelannya. Adapun struktur organisasi yang dimiliki oleh Hotel X merupakan struktur organisasi sederhana yang dapat membantu masing-masing karyawan untuk bisa bekerja juga dapat memahami peranan maupun tanggungjawab yang harus dilakukan oleh setiap karyawan di Hotel X. Dibawah ini merupakan gambaran struktur organisasi dari Hotel X:




Gambar
Struktur Organisasi Hotel Horison Bekasi

	INSTRUKSI KERJA	
	CHECK-IN MELALUI RESERVASI	
	Nomor	IK-FO.02.001
	Revisi	01
	Tanggal	01 Juli 2009
Bagian	FRONT OFFICE	Disetujui :

NO.	LANGKAH	SASARAN
1	Menyiapkan : <ul style="list-style-type: none"> - Registration form, - Kunci kamar tamu lakukan periksa ulang di komputer status harus VCI, - Guest card dan langsung diberi nama, kamar dan tanggal check-out berdasarkan registration form, - Breakfast voucher jika harga kamar termasuk breakfast, langsung diberi nama, tanggal dan jumlah tamu berdasarkan registration form, - Welcome drink jumlah berdasarkan tamu yang check-in dan langsung diberi nomor kamar dan tanggal pemakaian pada mesin punch, 	Untuk memilih kamar Siap Siap Siap Siap
2	Memeriksa : <ul style="list-style-type: none"> - Expected arrival list, - Registration card yang sudah di print, - Status kamar yang Vacant Clean Inspected (VCI), - Special request - Status VIP guest - Guest history 	Teliti, lengkap dan jelas
3	Ambil Guest Card dan masukkan : <ul style="list-style-type: none"> - Kunci kamar, - Breakfast voucher, - Welcome drink, 	Siap, lengkap
4	Letakkan pada Expected Arrival box : <ul style="list-style-type: none"> - Guest Card, - Registration form, 	Siap, lengkap


	yang dijadikan satu	
5	<p>Saat tamu tiba lakukan :</p> <ul style="list-style-type: none"> - Greeting, - Sudah membuat reservasi, dan jika tidak lihat (IK-FO.02.002) - Menanyakan nama tamu serta nama perusahaan (bila ada) 	Jelas dan ramah
6	Ambil Guest Card dan Registration form sesuai dengan nama tamu, tamu untuk pertama kali check-in wajib menanyakan ID/passport	mendata tamu
7	Berikan Oshibori	Tamu merasa welcome dan menjadi segar

	INSTRUKSI KERJA		
	CHECK-IN MELALUI RESERVASI		
	Nomor	IK-FO.02.001	Disetujui :
	Revisi	01	
	Tanggal	01 Juli 2009	
Bagian	FRONT OFFICE		

lanjutan

8	Lengkapi Registration form dengan data dari ID/passport	Data tamu lengkap
9	Perlihatkan Registration form kepada tamu untuk ditanda tangani dan diberi nama yang lengkap.	Tanda tangan di tempat yang benar.
10	<p>Untuk pembayaran Company Account (CA) :</p> <ul style="list-style-type: none"> - Wajib memeriksa Guarantee Letter serta validasinya , - Jelaskan semua fasilitas yang ditanggung oleh perusahaan, - Jelaskan semua fasilitas yang ditanggung oleh tamu (personal account) 	Lengkap, valid
11	<p>Sistem pembayaran Personal Account :</p> <ul style="list-style-type: none"> - Wajib memberikan deposit tunai atau kartu kredit , minimal 1,5 x lama tamu menginap, - Deposit tunai atau kartu credit hanya untuk harga kamar, pemakaian fasilitas lain harus cash. 	<p>Deposit/ jaminan kartu kredit diterima</p> <p>Mencegah adjustment</p>

12	<p>Jelaskan dengan terperinci :</p> <ul style="list-style-type: none"> - Letak dan nomor kamar, - Tempat untuk menggunakan breakfast, - Tempat untuk menggunakan welcome drink serta fasilitas lain yang dapat digunakan, - Apakah ada permintaan khusus, no-info dll - Nomor extention front desk dan Duty Manager, 	<p>Tamu mengerti</p> <p>Tamu mengert</p> <p>Tamu mengerti</p> <p>Tamu mengerti</p> <p>Jika tamu memerlukan bantuan</p>
13	<p>Memeriksa kembali Registration Card , kunci, guest card, welcome drink, pembayaran, data tamu sudah lengkap sebelum tamu meninggalkan reception desk.</p>	<p>Lengkap</p>
14	<p>Memberikan kunci kamar ke :</p> <ul style="list-style-type: none"> - GRO jika tamu VIP, - Bellboy jika tamu membawa barang bayak, - Tamu setelah terlebih dahulu menawarkan jasa pengantaran bellboy dan tamu ingin ke kamar sendiri, 	<p>Jelas, ramah</p> <p>Jelas, ramah</p> <p>Jelas, ramah</p>
15	<p>Mengarahkan tamu ke lift dan memastikan bahwa bellboy/ GRO dapat mengantar tamu ke kamar</p>	<p>Tamu mengerti benar</p>
16	<p>Memasukan data yang telah ada ke dalam komputer dan lemari filing.</p>	<p>Semua siap ditempatnya</p>

	INSTRUKSI KERJA	
	CHECK-IN TANPA RESERVASI	
	Nomor	IK-FO.02.002
	Revisi	01
	Tanggal	01 Juli 2009
Bagian	FRONT OFFICE	
Disetujui :		

NO.	LANGKAH	SASARAN
1	Menyiapkan : <ul style="list-style-type: none"> - Registration form, - Kunci kamar tamu lakukan periksa ulang di komputer status harus VCI, - Guest card, - Breakfast voucher, - Welcome drink, - Oshibori 	Untuk memilih kamar Siap Siap Siap Siap
2	Memeriksa : <ul style="list-style-type: none"> - Komputer, - Mesin IDC, - Mesin Inprint 	Siap digunakan Siap digunakan Siap digunakan
3	Saat tamu tiba lakukan : <ul style="list-style-type: none"> - Greeting, - Sudah membuat reservasi lihat (IK-FO.02.002) dan jika tidak lanjutkan dengan menanyakan nama tamu 	Jelas dan ramah
4	Menanyakan : <ul style="list-style-type: none"> - Jenis dan jumlah kamar yang diinginkan, - Lama menginap serta kemungkinan tamu ingin menggunakan harga penawaran khusus (corporate rate, keanggotaan, penawaran khusus lainnya), - Harga kamar dan breakfast, - Sistem pembayaran, 	Keinginan tamu diterima jelas


	- Sudah pernah menginap di hotel ini	
5	Jika telah terjadi kesepakatan, mintalah : - Identitas tamu (KTP, SIM, KITAS, Passport), - Atau periksa guest history di komputer	Identitas tamu jelas
6	Berikan Oshibori	Tamu menerima dengan baik
7	Menyiapkan : - Kunci kamar tamu lakukan periksa ulang di komputer status harus VCI, - Guest card dan langsung diberi nama, kamar dan tanggal check-out berdasarkan registration form, - Breakfast voucher jika harga kamar termasuk breakfast, langsung diberi nama, tanggal dan jumlah tamu berdasarkan registration form, - Welcome drink jumlah berdasarkan tamu yang check-in dan langsung diberi nomor kamar dan tanggal pemakaian pada mesin punch,	Siap Siap Siap Siap

	INSTRUKSI KERJA		
	CHECK-IN TANPA RESERVASI		
	Nomor	IK-FO.02.002	Disetujui :
	Revisi	01	
	Tanggal	01 Juli 2009	
Bagian	FRONT OFFICE		

lanjutan

8	Ambil dan lengkapi Registration form dengan data dari ID/passport	Lengkap, jelas
9	Perlihatkan Registration form kepada tamu untuk ditanda tangani dan diberi nama yang lengkap.	Tanda tangan di tempat yang benar.
10	Sistem pembayaran Personal Account :	Deposit/ jaminan kartu kredit diterima

	<ul style="list-style-type: none"> - Wajib memberikan deposit tunai atau kartu kredit , minimal 1,5 x lama tamu menginap, - Deposit tunai atau kartu credit hanya untuk harga kamar, pemakaian fasilitas lain harus cash. 	Mencegah adjustment
11	<p>Jika tamu meminta pembayaran dibebankan ke perusahaannya Company Account (CA) :</p> <ul style="list-style-type: none"> - Tamu tetap memberi deposit tunai atau kartu credit minimal 1,5 x lama tamu menginap, - Lakukan prosedur permintaan guarantee letter (IK-FO.01.004) - Wajib memeriksa Guarantee Letter serta validasinya , - Jelaskan semua fasilitas yang ditanggung oleh perusahaan, - Jelaskan semua fasilitas yang ditanggung oleh tamu (personal account) - Deposit tamu bisa dikembalikan 	Lengkap, valid
12	Memeriksa kembali Registration Card , kunci, guest card, welcome drink, pembayaran, data tamu sudah lengkap sebelum tamu meninggalkan reception desk.	Lengkap
13	<p>Jelaskan dengan terperinci :</p> <ul style="list-style-type: none"> - Letak dan nomor kamar, - Tempat untuk menggunakan breakfast, - Tempat untuk menggunakan welcome drink serta fasilitas lain yang dapat digunakan, - Apakah ada permintaan khusus, no-info dll - Nomor extention front desk dan Duty Manager, 	<p>Tamu mengerti</p> <p>Tamu mengert</p> <p>Tamu mengerti</p> <p>Tamu mengerti</p> <p>Jika tamu memerlukan bantuan</p>
14	Memeriksa kembali Registration form , kunci, guest card, welcome drink, pembayaran, data tamu sudah lengkap sebelum tamu meninggalkan reception desk.	Lengkap
15	<p>Memberikan kunci kamar ke :</p> <ul style="list-style-type: none"> - GRO jika tamu VIP, - Bellboy jika tamu membawa barang bayak, - Tamu setelah terlebih dahulu menawarkan jasa pengantaran bellboy dan tamu ingin ke kamar sendiri, 	<p>Jelas, ramah</p> <p>Jelas, ramah</p> <p>Jelas, ramah</p>

	INSTRUKSI KERJA		
	CHECK-IN TANPA RESERVASI		
	Nomor	IK-FO.02.002	Disetujui :
	Revisi	01	
	Tanggal	01 Juli 2009	
Bagian	FRONT OFFICE		

lanjutan

16	Mengarahkan tamu ke lift dan memastikan bahwa bellboy / GRO dapat mengantar tamu ke kamar	Tamu mengerti benar
17	Memasukan data yang telah ada ke dalam komputer dan lemari filing.	Semua siap ditempatnya

	INSTRUKSI KERJA	
	PENANGANAN OSHIBORI	
	Nomor	IK-FO.02.003
	Revisi	01
	Tanggal	01 Juli 2009
Bagian	FRONT OFFICE	Disetujui :

NO.	LANGKAH	SASARAN
1	Staff front desk menyiapkan : <ul style="list-style-type: none"> - Tempat pemanas / pendingin oshibori, - Pencapit oshibori, - Tempat oshibori (warna merah), - Box tempat menukar oshibori - Tissue Oshibori 	
2	Oshibori siap dipergunakan front desk paling lambat pukul 11.00 pagi.	Tersedia saat tamu check-in
3	Oshibori diberikan setelah mengetahui bahwa tamu bermaksud akan check-in juga contact person yang menyertainya.	Dapat menikmati pelayanan oshibori
4	Oshibori dapat diberikan lagi jika tamu meminta dan pastikan oshibori dipergunakan hanya di depan reception (tidak digunakan/terbawa ke kamar)	Tidak terbawa tamu
5	Jelaskan maksud diberikan oshibori jika tamu menanyakannya.	Tamu mengerti
6	Setelah tamu ke kamar, kumpulkan oshibori kotor ditempat yang telah disediakan	Tidak tercecer

	INSTRUKSI KERJA	
	PENANGANAN TANDA PENGENAL TAMU	
	Nomor	IK-FO.02.004
	Revisi	01
	Tanggal	01 Juli 2009
Bagian	FRONT OFFICE	Disetujui :

NO.	LANGKAH	SASARAN
1	Saat tamu check-in, lakukan pendataan awal dengan menanyakan tanda pengenal tamu berupa : <ul style="list-style-type: none"> - Kartu tanda pengenal (KTP) - Kartu ijin tinggal sementara (KITAS) - Surat ijin mengemudi (SIM) - Passport 	Identitas tamu jelas
2	Jelaskan maksud dimintakan tanda pengenal jika tamu menanyakan.	Tamu mengerti
3	Wajib mengambil data tamu secara lengkap : <ul style="list-style-type: none"> - Nama, - Alamat, - Nomor identitas, - Tanda tangan 	Lengkap
4	Wajib memeriksa : <ul style="list-style-type: none"> - Masa berlaku tanda pengenal, - Kesamaan foto tamu yang ada di tanda pengenal dengan aslinya 	Masih berlaku valid Asli
5	KTP, KITAS, SIM, Passport di tulis di registration form yang diisi secara lengkap.	Lengkap
6	Laporkan/ koordinasi dengan security jika data tamu mencurigakan atau tamu berurusan dengan pihak berwajib.	Ditindaklanjuti security

	INSTRUKSI KERJA		
	PENANGANAN TAMU SKIPPER		
	Nomor	IK-FO.02.005	Disetujui :
	Revisi	01	
	Tanggal	01 Juli 2009	
Bagian	FRONT OFFICE		

NO.	LANGKAH	SASARAN
1	Menyiapkan : <ul style="list-style-type: none"> - Guest ledger balance by room, - Log Book 	Data lengkap
2	Memeriksa deposit setiap hari dengan prioritas kepada : <ul style="list-style-type: none"> - Tamu yang mempunyai deposit minim, - Tamu dengan pembayaran personal account. 	Menghindari adjustment
3	Dari housekeeping report periksa : <ul style="list-style-type: none"> - Kode no luggage, - Descrepancy 	Fokus perhatian jelas
4	Koordinasi dengan : <ul style="list-style-type: none"> - MOD atau Duty Manager, - Security , untuk mengawasi tamu tersebut saat keluar kamar pada hari check out.	Keberadaan tamu terus dipantau
5	Jika tamu tersebut tidak melapor saat check out segera menyiapkan dan menyerahkan data lengkap tamu berupa: <ul style="list-style-type: none"> - Nama dan alamat, - Nomor telephone dan HP, - Data lain yang bisa dihubungi, ke Front Office Manager untuk ditindaklanjuti	Diketahui Dept..head
6	Setelah mendapat konfirmasi bahwa tamu skipper, FOM segera : <ul style="list-style-type: none"> - Menghubungi nomor telephone yang ada, - Koordinasi dengan Accounting, - Bersama security, mendatangi alamat yang ada, - Membuat surat yang ditujukan ke alamat 	Mengusahakan ada pembayaran

	tamu.	
7	Hasil usaha penagihan maupun pencarian ke alamat tamu dilaporkan pada General Manager dan data tamu dimasukkan dalam kategori black list	Diketahui seluruh staf hotel

	INSTRUKSI KERJA		
	PENANGANAN RETURNING / REGULAR GUEST		
	Nomor	IK-FO.02.006	Disetujui :
	Revisi	01	
	Tanggal	01 Juli 2009	
Bagian	FRONT OFFICE		

NO.	LANGKAH	SASARAN
1	Menyiapkan : <ul style="list-style-type: none"> - Exprcted arrival list - Registration form yang sudah diprint 	
2	Memeriksa : <ul style="list-style-type: none"> - Log book, - Guest history 	Mendata tamu returning atau regular
3	Berdasarkan data tamu returning/ regular yang akan check-in hari ini, disiapkan : <ul style="list-style-type: none"> - Kamar yang menjadi favorite tamu, - Permintaan khusus dan kebiasaan tamu koordinasi 	Standart
4	Laporkan ke FOM : <ul style="list-style-type: none"> - Daftar nama tamu returning yang akan check-in - Jam kedatangan (berdasarkan schedule kedatangan dan pick-up airport) 	Mengatur penyambutan oleh GRO, MOD dll
5	Saat tamu tiba lakukan : <ul style="list-style-type: none"> - Greeting dan menyapa dengan nama, - Lakukan IK-FO.01.001, - Pengisian registration card hanya di tanda tangan tanpa peminta kartu identitas tamu 	Tamu merasa dikenal oleh staff hotel

6	Selanjutnya dapat diproses seperti tamu lainnya	Proses check-in cepat
---	---	-----------------------

	INSTRUKSI KERJA	
	PENANGANAN PERMINTAAN INCOGNITO	
	Nomor	IK-FO.02.007
	Revisi	01
	Tanggal	01 Juli 2009
Bagian	FRONT OFFICE	Disetujui :

NO.	LANGKAH	SASARAN
1	Menyiapkan : <ul style="list-style-type: none"> - Komputer, - Log Book 	Siap digunakan
2	Tamu dengan alasan tertentu dapat meminta status Incognito ke front desk. Dan staff front desk mencatat : <ul style="list-style-type: none"> - Nama tamu, - Nomor kamar 	Permintaan dilayani
3	Staff front desk mengisi : <ul style="list-style-type: none"> - Log-book, - Komputer untuk diberikan perhatian khusus 	Terdokumentasi di Front Office
4	Informasikan ke : <ul style="list-style-type: none"> - Operator , - Shift berikutnya, status incognito untuk nama tamu dan nomor kamar tersebut.	Diterima dan ditindaklanjuti operator dan shift berikutnya
5	Komunikasikan pada setiap pergantian shift mengenai status tersebut	Diketahui seluruh staf Front Office

	INSTRUKSI KERJA	
	PENANGANAN TAMU COMPLIMENTARY	
	Nomor	IK-FO.02.008
	Revisi	01
	Tanggal	01 Juli 2009
Bagian	FRONT OFFICE	Disetujui :

NO.	LANGKAH	SASARAN
1	Menyiapkan : <ul style="list-style-type: none"> - Expected arrival list, - Log Book 	
2	Memeriksa asal datangnya surat complimentary dari : <ul style="list-style-type: none"> - Instansi pemerintah, - Perusahaan, - Marketing departemen dll, Memeriksa status surat complimentary : <ul style="list-style-type: none"> - Telah mendapat disposisi dari General Manager, - Baru dalam pengajuan. 	Semua complimentary dalam bentuk Tertulis
3	Staff front desk dapat melayani permintaan compliment kamar jika : <ul style="list-style-type: none"> - Surat yang diterima telah didisposisi General Manager, - Menerima instruksi langsung dari General Manager , - Menerima instruksi langsung dari General Manager melalui MOD atau Duty Manager 	Teridentifikasi
4	Surat dalam pengajuan : <ul style="list-style-type: none"> - Pada hari kerja, segera menghubungi FOM untuk di follow-up ke General Manager agar mendapatkan jawabannya, - Pada hari libur kalender, segera menghubungi MOD atau Duty Manager untuk di follow-up ke General Manager agar mendapatkan jawabannya, 	Sampai ke meja GM dan mendapat persetujuan
5	Memeriksa dengan teliti compliment yang didapat tamu : <ul style="list-style-type: none"> - Compliment on all, - Compliment room + breakfast, - Compliment room only 	Fasilitas sesuai

6	Selain compliment on all , staff front desk wajib menjelaskan pemakaian apa saja yang menjadi tanggungan tamu	Tamu mengerti
7	Selanjutnya mengikuti instruksi kerja (IK-FO.01.001)	

	INSTRUKSI KERJA	
	PENANGANAN EXTENDED STAY	
	Nomor	IK-FO.02.009
	Revisi	01
	Tanggal	01 Juli 2009
Bagian	FRONT OFFICE	Disetujui :

NO.	LANGKAH	SASARAN
1	Menyiapkan : <ul style="list-style-type: none"> - Komputer, - Log Book 	Siap digunakan
2	Memeriksa : <ul style="list-style-type: none"> - Expected departure list, - Housekeeping report, - Guest history 	Mendata tamu kemungkinan extend
3	Berdasarkan data expected departure list, staff front desk menelpon tamu di kamar yang belum check-out pada saat waktu check-out habis dan menanyakan : <ul style="list-style-type: none"> - Tamu ada rencana extend, - Lama tamu extend - Alasan tamu extend 	Standart
4	Memastikan ketersediaan kamar untuk waktu perpanjangan yang diminta dengan melihat data komputer	Kamar tersedia
5	Memeriksa deposit tamu atau jaminan pembayaran lain untuk memastikan pembayaran cukup hingga tamu check-out.	Deposit cukup/jaminan pembayaran berlaku

6	Jika persyaratan telah dipenuhi , up-date di komputer	Data aktual /terkini
7	Tulis di log book	Jelas terdokumentasi

	INSTRUKSI KERJA	
	PENANGANAN LATE CHECK-OUT	
	Nomor	IK-FO.02.010
	Revisi	01
	Tanggal	01 Juli 2009
Disetujui :		
Bagian	FRONT OFFICE	

NO.	LANGKAH	SASARAN
1	Menyiapkan : <ul style="list-style-type: none"> - Expected departure list - Housekeeping report, - Log book 	
2	Periksa : <ul style="list-style-type: none"> - Expected departure list, - Guest history 	Mendata tamu kemungkinan late check-out
3	Berdasarkan data expected departure list, staff front desk menelpon tamu di kamar yang belum check-out pada saat waktu check-out habis dan menanyakan : <ul style="list-style-type: none"> - Tamu ada rencana check-out, - Lama tamu late check-out - Alasan tamu late check-out 	Standart
4	Memberikan penjelasan terhadap tamu bahwa batas waktu : <ul style="list-style-type: none"> - 12.00 waktu chek-out, - 16.00 maksimal late check-out - 17.00 dikenakan 50 % dari harga kamar - 18.00 dikenakan 100 % dari harga kamar 	Jelas dan dimengerti tamu

5	Late check-out diprioritaskan untuk : <ul style="list-style-type: none"> - Tamu yang dalam kondisi tertentu (penerbangan malam), - Long Stay Guest, - Tamu telah meminta sebelumnya. 	Terbatas
---	---	----------

	INSTRUKSI KERJA	
	PENANGANAN PINDAH KAMAR	
	Nomor	IK-FO.02.011
	Revisi	01
	Tanggal	01 Juli 2009
Disetujui :		
Bagian	FRONT OFFICE	

NO.	LANGKAH	SASARAN
1	Layanan pindah kamar diberikan atas : <ul style="list-style-type: none"> - Permintaan tamu - Permintaan manajemen karena kebutuhan/pertimbangan tertentu 	Ada permintaan
2	Siapkan kamar baru status VCI	Kamar ada, kondisi siap pakai
3	Informasikan se jelas-jelasnya kepada tamu rencana perpindahan kamar.	Tamu setuju
4	Informasikan kepada bellboy untuk membantu kepindahan tamu dengan memberikan kunci kamar baru	Ditindaklanjuti bellboy
5	Pindahkan data tamu dari kamar lama ke kamar baru di komputer.	Status kamar berubah
6	Pastikan kunci kamar lama diterima kembali dari tamu	Diterima
7	Hubungi Housekeeping untuk menginformasikan perubahan tersebut	Diterima jelas

8	Isi form Room/Rate Change mengenai perubahan : <ul style="list-style-type: none"> - Nomor kamar , - Harga kamar (jika terjadi perubahan harga atas perbedaan jenis kamar) 	Lengkap
9	Minta tanda tangan Front Office Manager / Manager On Duty.	Perubahan manajemen diketahui
10	Distribusikan form tersebut ke : <ul style="list-style-type: none"> - File tamu - Housekeeping Department - Operator / Room service - File 	Didistribusikan

	INSTRUKSI KERJA		
	PENGANTIAN KUNCI KAMAR		
	Nomor	IK-FO.02.012	Disetujui :
	Revisi	01	
	Tanggal	01 Juli 2009	
Bagian	FRONT OFFICE		

NO.	LANGKAH	SASARAN
1	Periksa : <ul style="list-style-type: none"> - Status kamar di komputer, - Key rack 	Mencari kunci hilang
2	Mendata kunci kamar yang hilang : <ul style="list-style-type: none"> - Nomor kamar, - Nomor seri kunci kamar, - Nama tamu dan tanggal hilang 	
3	Mencharge anak kunci yang hilang berdasarkan satu kali harga kamar (full rate) jika tamu masih ada	biaya penggantian anak kunci
4	Membuat surat ke Executive Housekeeper untuk : <ul style="list-style-type: none"> - Mengganti anak kunci yang hilang, - Minta kamar di double lock, - Mengganti rumah kunci 	Kamar tidak bisa digunakan
5	Mencocokkan no seri anak kunci yang telah diganti untuk ditukar ke kamar yang lain berdasarkan informasi housekeeping	Kunci terletak pada tempat yang benar

6	Mengisi log book	Terdokumentasi
---	------------------	----------------

	INSTRUKSI KERJA	
	PEMBERIAN KUNCI KAMAR	
	Nomor	IK-FO.02.013
	Revisi	01
	Tanggal	01 Juli 2009
Bagian	FRONT OFFICE	Disetujui :

NO.	LANGKAH	SASARAN
1	Menyiapkan : - Komputer, - Log book	Siap digunakan
2	Menerima permintaan kunci kamar	
3	Memeriksa : - Komputer, - Dan mencocokkan data dan identitas tamu	Selain tamu ditolak
4	Perkecualian jika tamu kamar sudah terlebih dahulu menginformasikan ke front desk untuk pengambilan kunci selain tamu jika tamu kamar : - Menyebutkan identitas pengambil - Ciri-ciri pengambil Sebelum kunci diserahkan sebaiknya direkonfirmasi lagi ke tamu melalui telephone	Menghindari kesalahan
5	Mencatat di log book	Sebagai informasi

	INSTRUKSI KERJA	
	MEMBUKA KAMAR TAMU	
	Nomor	IK-FO.02.014
	Revisi	01
	Tanggal	01 Juli 2009
Bagian	FRONT OFFICE	Disetujui :

NO.	LANGKAH	SASARAN
1	Menerima permintaan tamu untuk dibukakan kamar	
2	Tamu dipersilahkan ke kamar, sambil dijelaskan akan ada petugas yang membuka pintu kamar	Tamu Mengerti
3	Menginformasikan ke HK melalui pager bahwa ada kamar minta dibuka	Kamar segera dibuka
4	Jika HK sangat sibuk, dapat menghubungi FOM / MOD untuk meminta kunci master	Kamar segera dibuka
5	Mencatat di log book	Sebagai Informasi

	INSTRUKSI KERJA		
	MELAYANI PERMINTAAN EXTRA BED		
	Nomor	IK-FO.02.015	Disetujui :
	Revisi	01	
	Tanggal	01 Juli 2009	
Bagian	FRONT OFFICE		

NO.	LANGKAH	SASARAN
1	Menerima permintaan tamu untuk Pelayanan permintaan penggunaan exrra bed	Detail data tamu dan permintanya
2	Menjelaskan kepada tamu mengenai pelayanan penggunaan exrra bed	Tamu Mengerti
3	Mengisi formulir dan minta tandatangan tamu	Ada bukti
4	Menghubungi HK untuk disiapkan penggunaan exrra bed pada kamar yang meminta layanan	Tamu terlayani
5	Memastikan extra bed sudah terlayani dan memposting ke bill tamu	Ada cross ceck dan terdata

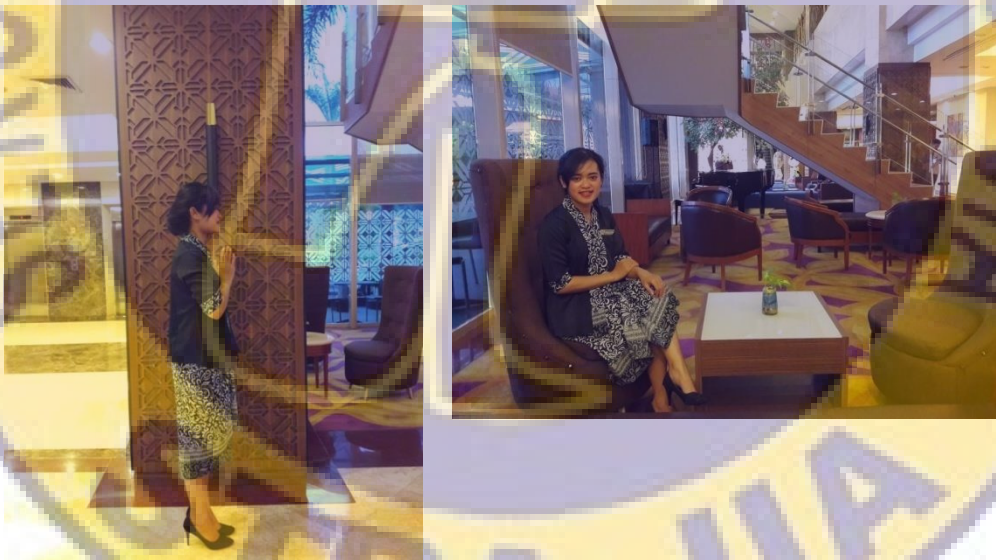
	INSTRUKSI KERJA	
	MELAYANI PERMINTAAN SAMBUNGAN INTERNET	
	Nomor	IK-FO.02.016
	Revisi	01
	Tanggal	01 Juli 2009
Bagian	FRONT OFFICE	Disetujui :

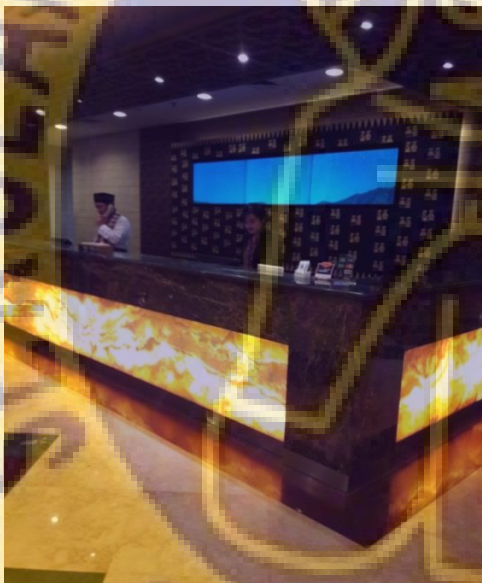
NO.	LANGKAH	SASARAN
1	Menerima permintaan tamu untuk Pelayanan permintaan SAMBUNGAN INTERNET	Detail data tamu dan permintanya
2	Menjelaskan kepada tamu mengenai pelayanan penggunaan INTERNET DI KAMAR	Tamu Mengerti
3	Melakukan registasi di komputer dengan USER ID TAMU,PASSWORD ,Serta waktu alatau lamanya penggunaan	Ada bukti
4	Menghubungi petugas IT,DM,Internet provider apabila ada kendala penyambungan	Tamu terlayani
5	Memastikan penyambungan sudah terlayani dan memposting ke bill tamu	Ada cross ceck dan terdata

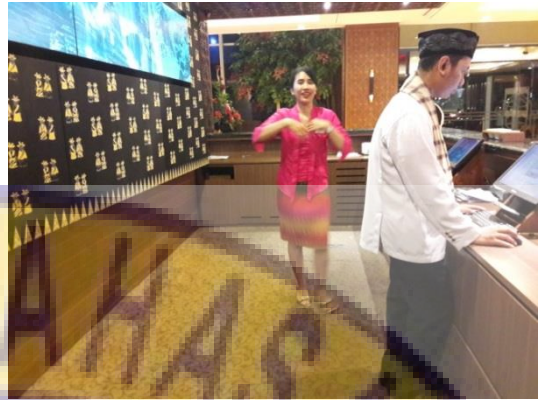
	INSTRUKSI KERJA		
	MELAYANI PERMINTAAN KUNCI PINTU KACA GAZEBO		
	Nomor	IK-FO.02.017	Disetujui :
	Revisi	0	
	Tanggal	8 Agustus 2011	
Bagian	FRONT OFFICE		

NO.	LANGKAH	SASARAN
1	Menerima permintaan tamu untuk Pelayanan permintaan permintaan kunci pintu kaca gazebo	Detail data tamu dan permintanya
2	Menjelaskan kepada tamu bahwa hotel tidak bertanggung jawab atas keselamatan tamu yang berada di area gazebo kamar.	Tamu Mengerti
3	Tamu melakukan registasi dan menanda tangani special article usage by guest form untuk penggunaan kunci gazebo kamar dari reception	Ada bukti
4	Petugas Front desk memberikan kunci dan meingatkan kembali kepada tamu .	Pintu dapat dibuka
5	Memasukkan special article usage by guest yang sudah ditandatangani ke dalam guest folio dan memasukkan ke catatan tamu pada sistem myoh	Ada cross ceck dan terdata
6	Memberitahukan kepada security dan duty manager/FOM Serta mencatat dalam log book	Diketahui

PHOTOS IN HOTEL HORISON ULTIMA BEKASI







BIOGRAPHY



The writer was born in Banjarnegara, on 29 October 1994, His Mother is Rusliyah and father is Warjo. She is the first son of two children. He educated at MI Pingit 03 Elementary in 1999-2005. She continued studying to 01 Junior High School West Banjarnegara in 2005-2008. The writer took Science when he was in 02 High School Banjarnegara in 2008-2011.

After graduating, the writer decided to work and continue his study of English and joined the School of Foreign Languages-JIA Bekasi at English Department in 2015. After studied 3 years at Foreign of Languages-JIA, the writer hope will graduated this year.