



PRESIDENT UNIVERSITY

Internship Final Report



BATIQA HOTEL JABABEKA

Prepared by

RIANI NUR OCTAVIANI

(015201600079)

HTB - 16



SURAT KETERANGAN
No.001/SK/HRD/BJ/1/20

Manajemen BATIQA Hotel Jababeka menerangkan bahwa :

Nama : Riani Nur Octaviani
Jabatan : *Trainee*
Department : *Front Office*

Adalah benar mahasiswi *Internship* di BATIQA Hotel Jababeka yang melaksanakan *internship* selama 4 bulan, terhitung sejak tanggal 26 September 2019 – 31 Januari 2020.

Selama melaksanakan *internship* yang bersangkutan menjalankan tugas dan tanggung jawab dengan baik, yang bersangkutan juga aktif mempelajari dan mengikuti kegiatan yang kami laksanakan dengan baik.

Demikian surat keterangan ini dibuat untuk dipergunakan sebagaimana peruntukannya.

Terima kasih atas perhatian dan kerjasamanya.

Cikarang, 28 Januari 2020



Fitria Irawan,
Human Resources Manager

Developed by



Member of



Jl. Niaga Raya Blok Kawasan Industri Jababeka Blok CC 3A Cikarang - Bekasi

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E. reservation.jababeka@batiqa.com

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PREFACE

On behalf of Allah, the Most Compassionate, the Most Merciful, all praise is given to Allah for His strength and blessings so that I can complete my internship at BATIQA Hotel JABABEKA properly according to the planned time. I would like to thank ma'am Dr. Retnowati S.Th., M.Sc. I for the most constructive advice and informative guide that successfully completed the internship report.

I use this opportunity to express my deepest gratitude, appreciation, and gratitude to my direct and indirect supervisors in the Front Office department, Mr. Erick Richard Lopulalan and Mr. Aril Rusmana who guided me so that the internship report made it possible. Guidance, understanding, feedback, and friendly advice from them are very valuable during my internship stage from the beginning of the internship to the completion of this internship report.

On this occasion I would like to thank Ms. Fitria Irawan and Ms. Indah Dwi Utami as Human Resources at BATIQA Hotel JABABEKA who has provided guidance, learning experiences, and helped during the internship. I also want to express my deepest gratitude to everyone at BATIQA Hotel JABABEKA namely Mr. Gustaf Adolf as general manager at BATIQA Hotel Jababeka, Chef Heroe Manroe, Mr. Gundara, Mr. Ojak Siahaan, Ms. Virganita Dian Kurniasari, Ms. Atut Purwanti, Ms. Dewi Fatimah, Mr. Feggy and many other employees have contributed to my personal development in their own way so that my internship program can be carried out successfully. I am also grateful to have the opportunity to meet so many great personalities and professionals who have guided me through this internship. I consider this opportunity as the first step in my career development. I will try to use the skills and knowledge that I have acquired in the best possible way.

Sincerely,

Riani Nur Octaviani - 015201600079

CHAPTER I

INTRODUCTION

An apprenticeship program is a period of work experience offered by a company for a short or limited period of time, in certain periods an apprenticeship program is held for around 3 to 6 months and a maximum of 12 months or 1 year depending on the type of company. At BATIQA Hotel Management (BHM), the company provides an internship opportunity for 16 weeks or 4 months. BHM is engaged in hospitality, in particular owning and managing hotels and resorts. BHM is currently operating all BATIQA branded hotels and other brands are in the pipeline. There are currently 8 hotels operating under BHM's HOSPITALITY, one of which is BATIQA Hotel Jababeka Kota Jababeka lies 35 kilometres east of Jakarta's Central Business District and covers the Cikarang area, which is part of the Bekasi regency. The regency of Bekasi shares borders with the regency of Karawang in the east, Bogor in the South and Jakarta in the west. The Java Sea lies to the north of the Bekasi regency.

BATIQA Jababeka Hotel Addressed within Jababeka City which can be accessed from the Bekasi-Cikampek toll-road (highway) and is served by the Cikarang Barat & Lemahabang kilometre 31 toll gate (exit toll road at kilometre 28). Commuting time between Kota Jababeka and central Jakarta by car is approximately 40-50 minutes. Within Kota Jababeka, BATIQA Hotel Jababeka is surrounded by many supported facilities and places of interest. BATIQA Hotel Jababeka employs employees in specialized departments where the interns can learn from staff, supervisors, managers and leaders. In BATIQA HOTEL JABABEKA develop competencies and skills in Hospitality and also the international environment created by companies as multinational companies. The internship opportunity program at BATIWA Hotel Jababeka is very beneficial for workers with assistance, performance management and has access to join leaders at BATIQA Hotel Jababeka to catch up with the current trends of business

processes and policies in the workplace which means the program provides opportunities to learn from professionals around the globe. In addition, in the perspective of students, the apprenticeship program is beneficial because will give students the opportunity to decide, speak and apply general until specific knowledge about work theory is learned through previous studies in arranging professional workplaces.

The internship program has many benefits students because this program is the beginning of work experience before finding a full time job. So in short, an apprenticeship program is needed to be part of this university study program because the internship program provides Benefits for the career development and preparation of students by setting professional experience in the workplace.

CHAPTER II

COMPANY PROFILE

2.1 History of Organization

BHM's HOSPITALITY has a parent company, PT Surya Semesta Internusa Tbk (SSIA). PT Surya Semesta Internusa Tbk (SSIA) was established on 15 June 1971. In March 1997, the company placed its shares on the Indonesia Stock Exchange. As a real estate developer for more than 40 years, SSIA has metamorphosed into a public company with three main divisions: property, construction, and hotels. To bring up synergy within the hotel companies under the SSIA arm, PT BATIQA Hotel Management (BHM) was developed.

The name BATIQA is taken from the combination of BATIK and grade A "QUALITY" (Batik quality A)

- Brand philosophy

The initial letter "B" has a modern BATIK letter shape. The combination of the letter "B" resembles the number "8" symbolizing continuity and prosperity.

- Inspiration of Logo

The BATIQA logo shape is taken from a modern illustration of a rare exotic ANGGREK BIRU. Throughout its history ANGGREK BIRU symbolizes strength, beauty and tranquillity. In Chinese culture ANGGREK gives meaning of improvement, friendship, perfection and calmness.

2.2 Vision, Mission, and Value

- BHM VISION

To be the largest, most trusted and respected hotel Management Company in Southeast Asia.

➤ BHM MISSION

To create the highest value for our guests, colleagues and investors with unique Indonesian Hospitality each and every time.

➤ COMPANY VALUE



Trustworthiness 360° respect

Create a conducive work atmosphere, where each individual feels trusted and respected by his/her peers, subordinates, and supervisors. This can only be attained by treating each other equally in all aspects, caring to their interests, and cherishing their creation with sincerity.



Strive For Excellence Professionalism

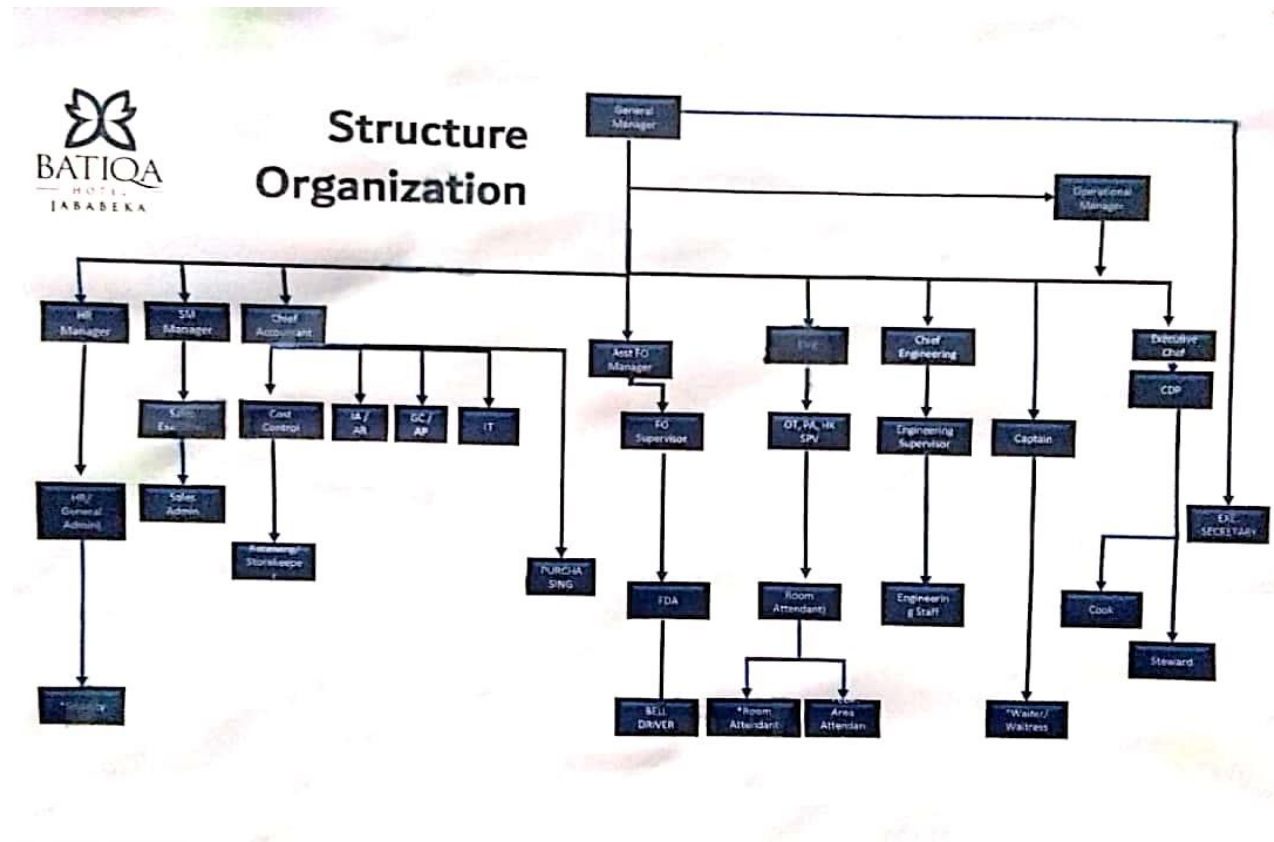
Excellence is the constant strive, through continuous improvement. And this is attained by being professional, which includes having integrity, being accountable, and focusing on process.



Customer Focus – Hospitality In and Out

While the ultimate goal is to showcase sincere hospitality to our customers, we believe that it starts from growing true hospitality within the company, by building strong communication among peers, being sincere and helpful to each other.

2.3 Structure Organization



2.4 Core Organization Activities

Surya Internusa Hotels owns and operates business hotels and currently has built several hotel units including Suryacipta Square, a new commercial area in Suryacipta City of Industry, Karawang. Other hotels that are already operating are Cirebon, Jababeka, Palembang, Pekanbaru, Lampung and Plans which will open later in Surabaya and Jakarta (Casablanca). Previously, SIH had managed The Plaza Hotel Glodok which has 91 rooms, and was a budget hotel on the third floor of the Glodok Plaza Shopping Mall shop center in early 2011.

2.5 Products and Services

For BATIQA Hotel it has several products and services i.e.

a) Room Type

1. Superior Double, Superior Twin, Superior Hollywood Twin (122 Rooms)
2. Suite Room (5 Rooms)

b) Amenities in The Room

1. Complimentary breakfast for 2 people.
2. Complimentary tea and coffee making facilities.
3. Complimentary 2 bottles of mineral water.
4. Individually controlled air conditioning.
5. IDD telephone and multi channel satellite LED television.
6. Electronic key card.
7. Free wireless internet access.
8. Mini cool bar.
9. Safe Deposit Box (SDB).
10. 32" LCD TV.
11. Desk area and chair.
12. Power shower.
13. High quality bed and pillows.
14. Power consoles.
15. High quality towels.
16. Bathroom Products (Shampoo Bath Gel, etc.)

c) Support Facilities

1. GYM
2. SPA
3. Ballroom (Bima, Arjuna, Nakula, Sadewa, Yudhistira)
4. Lounge and Bar.

CHAPTER III

INTERSHIP ACTIVITIES

3.1 Description Job

There are some main tasks of the job as a front office, namely, welcoming guests who come at the front desk with a friendly and polite. Here we call it "Salam Panjalu". Front Office also helps guests to check in and check out. Write Official Receipts for payment, both room and deposit payments. The front office also has responsibility for the transaction money as long as the staffs are on duty that day. The duty as a Front Office does not stop there, the front office also pays attention to the "Repeater Guest", the Front office must also be able to provide information about the hotel to guests and visit, the front office must also be friendly to guests both guest repeaters and new guests first come. In addition, front office tasks must also be able to answer incoming calls both internal and external and also transfer directly to each extension in the destination.

The front office must also be able to make reservations both OTA and Corporate. The front office must also know the layout of the hotel and its facilities. Answering questions related to Event Activities and hotel facilities. Maintain guest room privacy in terms of providing information to outside guests. Handle guests who do not want to know (Incognito). Attend monthly meetings (General Staff Meeting). Maintaining good relations with guests, co-workers and other departments. Always maintain the standard "Telephone Courtesy". Maintain the cleanliness of the ape environment. Always responsive and quick fix complaints about

telephone services. Carry out other tasks according to the instructions and directives of superiors.

3.2 Assignment

In this apprenticeship I was given the task of reservation, at first I was given the task of room reservation both OTA and corporate, but over time there was a change in policy which had to be determined who was responsible for both OTA and corporate reservations, then I was chosen and trusted by my supervisor to be in charge of OTA reservations.

Different hotels will also be different systems that are used in accepting room bookings, only tailored to the needs and desires of each hotel, but generally the process of handling room bookings can be seen an overview of basic reservation activities.

3.2.1 Receive a Room Reservation Request

Is an activity or process of gathering information or data about prospective guests and people making room bookings. Information needed by the hotel.

3.2.2 Ensuring Reservation

The hotel will ensure a room reservation by sending a letter of certainty of the room (Reservation Confirmation Letter) if it is from the Corporate, another case with OTA. OTA has three types of payments, namely Pay at Hotel, Prepaid and Guarantee. If this guest makes a payment at the hotel, it can be entered into the "Waiting List" or "Tentative" category because the guest will not necessarily come. already made a payment. If a guest has not paid but has

included a credit card when booking a room, this guest is included in the "Guarantee" category, this guest has placed a credit card guarantee if this guest will come, and for payment we will withdraw it manually through the EDC machine.

CHAPTER IV

PERSONAL RESULT

4.1 Advantage gained after doing the internship

As people already know that the internship program offers students to get work experience. As such, it will be a great experience for students to have a better understanding of how to work in the field of professional settings as a guide for subsequent career development. Intern students have so many opportunities to get, learn and observe about work processes, the work culture of companies, especially working in the mining industry. The internship program also helped me as an intern to develop soft skills such as communication, time management, punctuality, integrity, and many other aspects of personal development because the interns had to work and interact with people in the company who had become experts in their fields. own special department. In addition, the apprenticeship program also helps apprentice students to understand what their specific careers are according to their personality, lifestyle, passion, goals, and so on. By experiencing an internship program at BATIQA Hotel JABABEKA, I gained experience, personal development, technical procedures, work environment and workplace culture, and many others. In short, the apprenticeship program gets so many benefits for students and this program deserves to be experienced before facing real work.

4.2 Internship helps to gain better comprehension about the industry

Internships in different fields of study are really interesting. Although I have little understanding and theory learned at the university about Hospitality and Tourism Business, I can survive by doing training at work or learning as a theory of Hospitality and Tourism Management. The internship program gave me a new perspective so I believe people who work in the professional field mostly learn from the on-the job training and learning as their significant impact on the development of knowledge skills and abilities. Other training also has an impact on the work process but in the end, training in the workplace is still valuable learning in the workplace. This new perspective gave me knowledge that people who have an educational background who are not suited to the current job position have the opportunity to become a professional in their current department. In short, this internship opportunity gives me the perspective that everyone is welcome to work in their educational background as long as their skills and knowledge support their work.

4.3 Technical knowledge and skills was absorbed during the internship

Internships offer many benefits and opportunities for students to bridge the gap between college and the world of work as a professional. Internships can provide internship students with learning experiences such as general technical knowledge or specialized technical knowledge. Because my internship program was placed in a front office department that had a different background from my field of study, this opportunity provided me

with a lot of information about operation hotel and back office hotel. Skill and knowledge from the front office I was discussed in the apprenticeship activities. In general, I have studied the Front Office technical processes and practices as a whole. Although front office is not in line with my current field of study, which is Hospitality and Tourism Management, being part of the front office team gave me valuable new knowledge from the beginning of my internship to the last day of my internship program.

4.4 Personal strength and weakness affect the personal development

Internship experience is very valuable and difficult to experience in a classroom setting. Implementing an internship program can produce a personal evaluation of weaknesses and strengths. So, I know several aspects of my strengths and weaknesses so that I know what work fits my strengths. In addition, working with the professional field makes apprentice students aware of what weaknesses must be corrected and what strengths must be developed. So based on that self-assessment, I can discuss my place in workplace settings and prepare myself to be ready with the professional field. For example, I realize that my strengths are that I am a multitasking person and that my weakness sometimes feels insecure, especially when speaking in front of professional people. So I try to fix my weaknesses by having a few conversations every day with professional people and developing my strengths by making the results more efficient in a short amount of time. The strengths and weaknesses I discovered during the internship program influenced my personal development to become a better person professionally and at work. On the other

hand, the supervisor evaluation form also provides valuable feedback on the strengths and weaknesses of the internship. As a professional in their field, evaluation feedback from supervisors can be a guide for personal development, especially to prepare interns for future careers.

4.5 Internship's benefit of personal growth

Internships are a great way to develop skills but also students' personal growth. The university provides similar personal growth such as coordination, analytical and so on, but on the other hand the internship allows me as a student to develop commercial awareness about the industry I want to work in the future. In addition, the internship also teaches intern students about managing time effectively, opportunities o practicing communication and teamwork with others professionally, developing a sense of initiative and responsibility that achieves a sense of achievement by contributing to the organization by doing job descriptions and helping others who are has the same related activities (in the procurement department). However, BATIQA Hotel JABABEKA which gave me the opportunity to experience the procurement department gave me a lot of knowledge that I had never learned before, so personal growth aside from personal problems, also gave me the opportunity to develop my skills, knowledge and abilities. So the opportunity to experience my internship program that is different from my background gives me new skills, knowledge and abilities.

4.6 Internship affect the future career plan

As preparation for a future career, there are many things that can be provided by an internship program to arrange an internship to

succeed and there are also many benefits to taking an internship program during college because an internship is a basic step for a career professional such as the opportunity to learn practically in regulatory experience professional. An internship will basically provide a reference for further growth in the career path. How the apprenticeship impacts future careers is the first apprentice to get a chance to recover to find workflows in a particular work area or even the general intern is also given specific assignments by supervisors to challenge new experiences with guidance from supervisors responsible for internships. Second is to get knowledge in the workplace, because practical situations are different from learning in the classroom, the opportunity when applying for an internship is to get great things to learn and the best opportunity to improve knowledge, skills, and attitudes. As an apprenticeship program provides a big picture of how an ideal company follows the standards and principles and how the company's structure works.

The third is gaining soft skills such as meaningful collaboration about engaging with people, building teams, and interacting as well as learning how to work professionally in their fields which will be an example for interns to prepare themselves in the future. Fourth, improve your resume or curriculum vitae as an experience in a professional environment. An internship will be a valuable additional point for a resume and also a curriculum vitae that can be used for future interviews. Any company will expect basic knowledge from new graduates but people with internship experience will have plus points from an employer's perspective. In short, an apprenticeship program is obliged to get many benefits if the apprentice can understand well about his goals which can be part of the guidelines for subsequent career development.

CHAPTER V

SUGGESTION

With this internship activity, I can conclude that this activity is very beneficial for students. Work experience gained will make students have professional expertise in their fields and educate students to have a high sense of discipline and responsibility. I humbly agree to submit suggestions to various parties related to the Internship activities. It should continue to maintain this well-established relationship with BATIQA Hotel Jababeka. I hope that BATIQA Hotel Jababeka is always pleased to accept students who are in need of practical guidance.

Suggestion for President University more to tell what the work world is like, when we have faced internships, we already know what to do. Know better what students want to do and can study first before doing an internship. and for apprentice advisors it is better to give an invitation to visit the student's internship and share with the head of department to discuss the progress of students during the internship at a certain time.



Form No	ICC/06/INT/ICF/2011
Revision	03
Form Title	Internship Agreement



INTERNSHIP AGREEMENT

A. Student Personal Details

Full Name	:	Riani Nur Octaviani
Study Program	:	Business Administration
Student ID	:	015201600079
Concentration	:	Hospitality and Tourism Business
Mobile Phone Number	:	087880213376
Current Address	:	Jln. Peramaban 3 H2/3 009/004 Aren Jaya Bekasi Timur
Email Address	:	riani131098@gmail.com
Home Number	:	087880213376

B. Organization Information

Organization/Company's Name	:	Batiqa Hotel Jababeka
Type of Industry	:	Hospitality Industry
Office Phone Number	:	+622128099000
Fax Number	:	+622318338008
Address	:	Jl. Niaga Raya Kawasan Industri Jababeka II, Blok CC 3 A Cikarang, Bekasi West Java, Indonesia
Website Address	:	reservation.jababeka@batiqa.com
Country Representative	:	Indonesia

C. Internship Coordinator

Please state the contact person who is responsible for coordinating internship program in the organization/company that hires the intern.

Name	:	Fitria Irawan
Department	:	Human Resources Department
Position	:	HRM
Office Phone Number	:	+622128099000
Mobile Phone Number	:	082208820639
Email Address	:	hr.jababeka@batiqa.com



Form No	ICC/06/INT/ICF/2011
Revision	03
Form Title	Internship Agreement

D. Internship Placement

Department	: Front Office
Work Hours per day	: 8 Hour/Day
Internship Duration	: 19 Weeks
Starting Date	: 2019-09-26
Finishing Date	: 2020-01-26
Name of Immediate Supervisor	: Erick Richard Lopulalan
Supervisor Job Title	: ASST. FOM
Supervisor office number	: 081310548086
Supervisor email address	: afom.jababeka@batiqa.com

E. Internship Entitlement

- Meal Allowance

This form is the agreement made among the three parties, which are the institution, intern, and President University for the internship cooperation during the specified period. By signing this form, each party agrees on the terms and conditions which may affect the internship as stipulated by the institution and/or President University. Any information obtained as the result of the internship shall be regarded as confidential which can only be issue to the public upon the consent and acknowledgement from the respective institution and/or President University.

On-Site Supervisor

Intern

Acknowledged by,

Signed and duly stamped

Internship and Career Center

Name : Erick Richard
Lopulalan

Name : Riani Nur
Octaviani

Name :

Date : 5.2.2020

Date : 5.2.2020

Date :



Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name : Riani Nur Octaviani

Company's Name : Batiqa Hotel Jababeka

Supervisor's Name and Title : Erick Richard Lopulalan

Department : Front Office

Working Hours : 8 Hour/Day

Report Period : 2019-09-26 - 2020-10-26

A. Describe your principal assignments, responsibilities, for the past One Month

- Prepare for guest when check-in
- Make a New Reservation from OTA
- Posting the Official Receipt and Paid Out
- Pick up or answer the call both Internal and External
- Handling the Guest when check-out
- Take the guest to the room
- Help the guest to open the room door

B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development

- Skill and Knowledge
- Thorough Skill
 - Ms. Word Skill
 - Ms. Excel Skill

Personal Development:

I learn more about Hospitality like always Greeting and Smiling to other, more pay attention to myself like grooming, makeup and etc. and I will apply it in my daily

C. Describe problems or challenges encountered during the One Month and how you resolved/minimized them

this is my first time I do work directly bound by the company, I need several day to adapt my self in my working place, is there are demands where you are required to be able to like make a new Reservation from OTA must detail and for minimized the mistake must double check, and put my name in Remarks, for remind me about my mistakes and can learn form that, and also always communicate between members.

Submitted by

Name of intern RIANI NUR OCTAVIANI

Date: 23/11/19

Read and acknowledged by

On Site Supervisor

Duly Stamped

Date: 23 Nov 2019



Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Riani Nur Octaviani
Company's Name	: Batiqa Hotel Jababeka
Supervisor's Name and Title	: Erick Richard Lopulalan
Department	: Front Office
Working Hours	: 8 Hour/Day
Report Period	: 2019-10-26 - 2019-11-26

- A. Describe your principal assignments, responsibilities, for the past One Month**
- Make a new Reservation from OTA
 - Reply message from Company
 - Make a Confirmation Letter
 - Make a Reservation from Company
 - Follow Up GL
- B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development**
- Skill and Knowledge
- Knowledge About Hospitality in Hotel
 - The Real condition of Hotel
- Personal Development
- I learn how to knock the door and serve the guest with in accordance with SOP, and i can apply in daily
- C. Describe problems or challenges encountered during the One Month and how you resolved/minimized them**
- There is the guest from company already check-out but there is no Guarantee Letter, the Guarantee Letter is one of the requirement to Check in guest and for the result I call the Company and ask the company to send the Guarantee Letter as soon as possible and for the future always ask the company to send the Guarantee Letter before the guest check-in. The Guarantee Letter just for company with payment "Company Account"

Submitted by

Name of intern RIANI NUR OCTAVIANI

Date: 23/11/19

Read and acknowledged by

23/11/19

On Site Supervisor

Duly Stamped

Date:





Form No	ICC/03/INT/BWR/2011
Form Title	Internship Monthly Progress Report

Name	: Riani Nur Octaviani
Company's Name	: Batiqa Hotel Jababeka
Supervisor's Name and Title	: Erick Richard Lopulalan
Department	: Front Office
Working Hours	: 8 Hour/Day
Report Period	: 2019-11-26 - 2019-12-26

A. Describe your principal assignments, responsibilities, for the past One Month

- Card verifying
- Room Showing
- Handle Event
- Head Office Promotion
- Compliment Reservation
- Posting Event Payment

B. Describe important aspects of the work where you learned significant knowledge, skills, or personal development

- Power Pro (Hotel System Operational)
- Ms. Word
- Ms. Excel
- Ms. PowerPoint
- Outlook (Email)

Personal Development

I learn how to face the problem with smile face, calm mind, also how to Initiative to solve the problem but still with approval by Supervisor and Asst. FOM

C. Describe problems or challenges encountered during the One Month and how you resolved/minimized them

For the problem is there in my self because I still not confident in my work, because I think there will definitely be unexpected problem so I should face it with smile face, calm mind and also I should responsibility toward my solution for several problem. For me the important think is communication if we doesn't have the communication there is no name of 'Corporate'.

Submitted by

Name of intern

Date: 27/12/2019

Read and acknowledged by

On Site Supervisor

Duly Stamped

Date: 27/12/2019

BATIQA
HOTEL
JABABEKA



SURAT KETERANGAN
No.001/SK/HRD/BJ/1/20

Manajemen BATIQA Hotel Jababeka menerangkan bahwa :

Nama : Riani Nur Octaviani
Jabatan : *Trainee*
Department : *Front Office*

Adalah benar mahasiswi *Internship* di BATIQA Hotel Jababeka yang melaksanakan *internship* selama 4 bulan, terhitung sejak tanggal 26 September 2019 – 31 Januari 2020.

Selama melaksanakan *internship* yang bersangkutan menjalankan tugas dan tanggung jawab dengan baik, yang bersangkutan juga aktif mempelajari dan mengikuti kegiatan yang kami laksanakan dengan baik.

Demikian surat keterangan ini dibuat untuk dipergunakan sebagaimana peruntukannya.

Terima kasih atas perhatian dan kerjasamanya.

Cikarang, 28 Januari 2020



Fitria Irawan,
Human Resources Manager

Developed by



Member of



Jl. Niaga Raya Blok Kawasan Industri Jababeka Blok CC 3A Cikarang - Bekasi

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E. reservation.jababeka@batiqa.com



Form No	ICC/08/INT/DES/2011
Revision	01
Form Title	Internship Job Description

Student's Name	: Riani Nur Octaviani
Institution/Company	: Batiqa Hotel Jababeka
Department	: Front Office
Supervisor's Name	: Erick Richard Lopulalan
Supervisor's Position/Job Title	: ASST. FOM
Working Hours	: 8 Hours

A. Summary of the Job

Please explain the overall purpose of your job during the internship period. This might include the main project that you do during the internship

There are some main tasks of the job as a front office, namely, welcoming guests who come at the front desk with a friendly and polite. Here we call it "Salam Panjalu". Front Office also helps guests to check in and check out. Write Official Receipts for payment, both room and deposit payments. The front office also has responsibility for the transaction money as long as the staffs are on duty that day. The duty as a Front Office does not stop there, the front office also pays attention to the "Repeater Guest", the Front office must also be able to provide information about the hotel to guests and visit, the front office must also be friendly to guests both guest repeaters and new guests first come. In addition, front office tasks must also be able to answer incoming calls both internal and external and also transfer directly to each extension in the destination.

The front office must also be able to make reservations both OTA and Corporate. The front office must also know the layout of the hotel and its facilities. Answering questions related to Event Activities and hotel facilities. Maintain guest room privacy in terms of providing information to outside guests. Handle guests who do not want to know (Incognito). Attend monthly meetings (General Staff Meeting). Maintaining good relations with guests, co-workers and other departments. Always maintain the standard "Telephone Courtesy". Maintain the cleanliness of the ape environment. Always responsive and quick fix complaints about telephone services. Carry out other tasks according to the instructions and directives of superiors.

B. Description of Duties and Responsibilities

Please explain the responsibilities that you are expected to perform during the internship period

In this apprenticeship I was given the task of reservation, at first I was given the task of room reservation both OTA and corporate, but over time there was a change in policy which had to be determined who was responsible for both OTA and corporate reservations, then I was chosen and trusted by my supervisor to be in charge of OTA reservations.

Different hotels will also be different systems that are used in accepting room bookings, only tailored to the needs and desires of each hotel, but generally the process of handling room bookings can be seen an overview of basic reservation activities.

3.2.1 Receive a Room Reservation Request

Is an activity or process of gathering information or data about prospective guests and people making room bookings. Information needed by the hotel.

Internship Job Description | 1

3.2.2 Ensuring Reservation

The hotel will ensure a room reservation by sending a letter of certainty of the room (Reservation Confirmation Letter) if it is from the Corporate, another case with OTA. OTA has three types of payments, namely Pay at Hotel, Prepaid and Guarantee. If this guest makes a payment at the hotel, it can be entered into the "Waiting List" or "Tentative" category because the guest will not necessarily come. already made a payment. If a guest has not paid but has included a credit card when booking a room, this guest is included in the "Guarantee" category, this guest has placed a credit card guarantee if this guest will come, and for payment we will withdraw it manually through the EDC machine.

C. Required Knowledge and Skills

Please state the required technical knowledge, skills, and attitude, that you perceive is required to perform the duties successfully

Knowledge

I learn the lesson that i didn't get in class, Like make a reservation, courtesy, incognito and also how to handle the guest when his/her complaint and still many things.

Skills

For skill I learn how to handle the guest when check in and check out, explain for promo in certain month I also learn being quick and precise in all respects.

Attitude

always polite to guests and superiors, always friendly, even when it's not our fault, but we who are disgraced, must still smile and maintain our behavior.

Student Agreement of Responsibilities:

This job description has been explained to me clearly, and I understand and agree to the duties and responsibilities stated.

Agreed by,



Signature and Name of Intern

Date: 5.2.20

Acknowledged by,



Signature and Name Duly Stamped

Date: 5.2.20



Form No	ICC/19/INT/SPV/2014
Revision	03
Form Title	Final Intern Performance Evaluation Form

Internship and Career Center

Work Performance Appraisal and Development Plan

Please provide your candid evaluation of this student's performance or skill level in each of the following areas. We encourage you to participate in a two-ways communication in discussing the student's performance and share your appraisal to the student for her or his professional development. Thank you.

PresUniv Student's Name : Riani Nur Octaviani
Name of Institution : Batiqa Hotel Jababeka
On-Site Supervisor Name : Erick Richard Lopulalan
On-Site Supervisor Title : ASST. FOM
Appraisal Period : September 26, 2019 to January 26, 2020

Rating Description

Rating	In Points	Definition
EX Exceptional (EX)-5	85-100 Points	Outstanding Performance. Quality excellence is delivered in continuous basis
AA Above Average (AA)-4	70-84.99 Points	Demonstrate work performance which exceeds the standard expectation and requirement of the job.
A Average/Satisfactory (A)-3	60-69.99 Points	Demonstrate work performance which meets the standard expectation and requirement of the job.
NI Needs Improvement (NI)-2	50-59.99 Points	Demonstrate poor work performance in most areas. Need intensive training before entering to the job.
P Poor/Unsatisfactory (P)-1	0-49.99 Points	Cannot demonstrate the expected work performance quality. Not ready for work.

1. Please put X in the appropriate column indicating your assessment to the work performance being assessed.

Work Performance	1	2	3	4	5
A. Business/Organization Competency					
1. Consistency in submitting the assignment within the expected period of time (meeting the deadline).				X	
2. Ability to produce reliable work quality as being thorough with minimum error.				X	
3. Ability to work under minimum supervision.				X	
4. Ability to be active and consistent in seeking for knowledge/information needed to perform the job.				X	
5. Ability to analyze/identify the main issues/problems.				X	

Page 1 of 5

Signed and stamped
On-site supervisor:



Form No	ICC/19/INT/SPV/2014
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Work Performance	1	2	3	4	5
6.Ability to offer relevant solution/recommendation to the problems				x	
7.Level of discipline to maintain the agreed working hours					x
8. Level of awareness of organizational code of conduct and culture.					x
B. People Competency					
1. Ability to prioritize the team's goal rather than individual goal					x
2. Ability to accept constructive feedback from team members or supervisor in a mature and professional manner.				x	
3. Level of initiative to seek for information on team's needs, and act on it.				x	
4. Level of awareness of customer's needs expectation, problems, and circumstance (both internal & external customers).					x
5. Ability to build rapport and cooperation with customer (both internal & external).					x
6. Level of engagement with team members (including attending discussion, being helpful, and showing empathy).					x
7. Ability to share important/relevant information (including ideas and recent updates) with team members and supervisor.					x
C. Self-Management (Behavioral)					
1. Ability to behave in a respectful and consistent manner.					x
2. Ability to share feelings to let other colleagues understand the current state of mind.				x	
3. Ability to manage confidential information.				x	
4. Ability to treat other people with respect.					x
5. Ability to maintain constant performance and act rationally under a stressful situation.					x
6. Ability to adjust to the emerging changes in the workplace.					x
D. Technical Skill					
1. Ability to listen and follow the instruction.					x
2. Ability to inform clear message and information in good spoken language.					x
3. Ability to write clearly and concisely.					x
4. Ability to respond to questions, feedback, and instructions in a clear and correct manner.					x
5. Level of relevancy of the knowledge to the business needs.					x
Please write down the necessary tool, knowledge, or skills needed to perform the job, and rate the subordinate's performance in meeting the technology requirement					
1. Tools / Technology/Machine (e.g. Ms. Words, Adobe Photoshop)	P	NI	A	AA	EX
1.1 Ms Word				x	
1.2. MS Exel				x	
1.3. Power Pro (Hotel system)				x	



Form No	ICC/19/INT/SPV/2014
Revision	03
Form Title	Final Intern Performance Evaluation Form

2. Knowledge	1	2	3	4	5
2.1. Reservation				x	
2.2. Check in - Check out				x	
2.3. How to Handle Complaint				x	

2. Based on the overall contribution of the employee, how would you rate the contribution of the employee to the business process?

Very Valuable Somewhat valuable Limited Value Not valuable/not ready to work in the insitution

Please explain in what way the student has created impact to the organization or your work as on-site supervisor.

Very Helpfull in daily operational (F.O)

3. Please use the following section to identify the primary strengths, areas to be improved, and future training plan which is recommended to enhance the employee's work performance.

Primary Strengths (Knowledge, Skills, Attitudes)	Areas to Be Improved (Knowledge, Skills, Attitudes)
All Good	Need more Concern about Detail (Report & Double check task list)

Page 3 of 5

Signed and stamped
On-site supervisor:





Form No	ICC/19/INT/SPV/2014
Revision	03
Form Title	Final Intern Performance Evaluation Form

Courses/Training/Workshop/Seminar Which the Employee Should Participate to Enhance/Maintain the Quality of Work Performance
1. Grooming
2. Greeting
3. Seating Technic
4. Handle Complaint
5.

4. Please provide your feedback on the learning design/curriculum/seminars/training which President University must offer to improve the quality and competitiveness of the graduates in the workplace.

Courses/Training/Workshop/Seminar Which the Employee Should Participate to Enhance/Maintain the Quality of Work Performance
1. Grooming
2. Greeting
3. Able to work underpressure
4. Able to Control Emotion
5.

Assessed by,

Signed and stamped
On-site supervisor name:
Erick Richard Lopulalan

Evaluation Date: 5.2.2020

I, herewith, acknowledge that this performance review was conducted to evaluate my work performance during the specified period. My signatory in this review indicates that I have understood and approved the outcome of the appraisal. I understand that I will secure a copy of this appraisal, and agree that if after 15 working days I do not submit any objection to the appraisal result, I waive my right to demand any changes in the evaluation.

Pres Univ Student:
Riani Nur Octaviani

Page 4 of 5



Form No	ICC/23/INT/STD/2014
Revision	00
Form Title	Student Final Internship Performance Evaluation Form

**FINAL EVALUATION ON INTERNSHIP PROGRAM
-ASSESSMENT BY STUDENT-**

Name of Intern : Riani Nur Octaviani
ID Number : 015201600079
Name of Company : Batiqa Hotel Jababeka
Date : September 26, 2019 - January 26, 2020

Please complete this evaluation upon completion of your internship program. This form is designed to help you reflect upon your internship experiences, and also to provide feedback to your employer. Feel free to use the back of this sheet or additional pages for any additional comments. The employer may use the comments provided as a testimonial for the company and its future internship programs.

A. Skill Development

On a scale of 1 to 3, please evaluate your performance in each of the following areas.

- 1 = No Improvement
- 2 = Some Improvement
- 3 = Great Improvement

Work Performance

A. Business/Organization Competency

- 3 1. Consistency in submitting the assignment within the expected period of time (meeting the deadline)
- 3 2. Ability to produce reliable work quality as being thorough with minimum error.
- 3 3. Ability to work under minimum supervision.
- 3 4. Ability to be active and consistent in seeking for knowledge/information needed to perform the job.
- 3 5. Ability to analyze/identify the main issues/problems
- 3 6. Ability to offer relevant solution/recommendation to the problems
- 3 7. Level of discipline to maintain the agreed working hours
- 3 8. Level of awareness of organizational code of conduct and culture.

B. People Competency

- 3 1. Ability to prioritize the team's goal rather than individual goal

- 3 2. Ability to accept constructive feedback from team members or supervisor in a mature and professional manner
- 3 3. Level of initiative to seek for information on team's needs, and act on it
- 3 4. Level of awareness of customer's needs expectation, problems, and circumstance (both internal & external customers).
- 3 5. Ability to build rapport and cooperation with customer (both internal & external).
- 3 6. Level of engagement with team members (including attending discussion, being helpful, and showing empathy).
- 3 7. Ability to share important/relevant information (including ideas and recent updates) with team members and supervisor.

C. Self-Management

- 3 1. Ability to behave in a respectful and consistent manner
- 3 2. Ability to share feelings to let other colleagues understand the current state of mind
- 3 3. Ability to manage confidential information.
- 3 4. Ability to treat other people with respect
- 3 5. Ability to maintain constant performance and act rationally under a stressful situation.
- 3 6. Ability to adjust to the emerging changes in the workplace

D. Technical Skills

- 3 1. Ability to listen and follow the instruction.
- 3 2. Ability to inform clear message and information in good spoken language
- 3 3. Ability to write clearly and concisely.
- 3 4. Ability to respond to questions, feedback, and instructions in a clear and correct manner.
- 3 5. Level of relevancy of the knowledge to the business needs.

E. Tools/Technology

- 3 1. Ms. Word
- 3 2. Ms. Excel
- 3 3. Power Pro Hotel System

F. Knowledge

- 3 1. Reservation
- 3 2. Check in - Check out

3 3. How to Handle Complaint

C. Comments

1. Based on the overall internship process, how valuable did the internship job description (including the training, induction, and project given to you) develop your personal and professional quality:
Very useful

2. Did you receive job offer from the internship institution:
No

What curriculum/courses/training which the university should deliver to improve the quality of the internship program and help student interns achieve maximum result from the internship program?

Maybe it should be given an idea of what the working conditions are like, such as the experience of seniors, such as sharing season

What has been the effect of this internship on your career goals?

the effect of this internship was very great for me, especially for my career, because I could consider it when I opened a business. I came to know how the hotel really is and I learned from every mistake and made it a valuable experience for me. so when one day I become a Hotel owner, I already know what good operational parts are like.

Thank you for your participation in the internship program and your feedback through this evaluation form. This performance evaluation is adapted from Baltimore Collegetown, retrieved March 2014 from <http://www/baltimorecollegetown.org/internship/business-resources/>.

Submitted by,



Signed

Riani Nur Octaviani

Evaluation date: 28 January 2020



Declaration of Originality

I, the undersigned :

Name : Riani Nur Octaviani
Study Program : Business Administration
ID Number : 015201600079
Internship Company : Batiqa Hotel Jababeka
Internship Period : September 26, 2019 - January 26, 2020

Declare that the content and information asserted in the documents herein, which I submit for the purpose of completing the requirement of Internship Program:

Document Title	Type of Documents	Number of Copies
Internship Agreement Form	Original	1
Internship Job Description	Original	1
Internship Performance Evaluation by On-Site Supervisor	Original	1
Internship Evaluation by Students	Original	1
Internship Completion Letter	Copy	1

Arecomposed and originated only by the authorized personnel, as stated in the university policy as issued in Internship Handbook, and hence, is original, reflecting the actual description of my internship fieldwork.

I, furthermore, affirm that all of the content, data, and figure presented in each document are published with the acknowledgement and approval of the official representative from which I did my internship.

I understand that it is legitimate for the university, through Internship and Career Center, to verify the truth of the documents if it is deemed necessary; and that the university reserves the right to impose disciplinary sanction upon me should I am proven to issue false claim in regards to this statement, to fabricate the information in the document, to empowernon-authorized personnel in completing the documents, and to use the work of other people in the documents herein.



Student name : Riani Nur Octaviani

Date : 5/2/20

Declaration of originality | This document has to be submitted along with the final internship documents, signed, and duly stamped.

SCHEDULE OCTOBER

Copy of NEW FO SCHEDULE 2019 - Excel

FDI BATIQA Jababeka

No.	Employee Name	AL	OT	PH	EO	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	31
1/1	ERICK	7	0	0	3	8	0	0	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO
2/1	INDRI LISANGAN	10	0	5	1	0	0	5	3	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A
3/1/1	ARIL	1	4	4	4	2	0	4	5	M	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
4/1/1	BAGAS	0	0	0	0	0	0	0	0	N	A	A	A	A	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
5/1/1	MELISA	0	0	0	0	0	0	0	0	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
6/1/1	FAUZI	0	0	0	0	0	0	0	0	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
7/1/1	ANGGUN	0	0	0	0	0	0	0	0	A	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
8/1/1/1	ANDA PURNAMA	0	0	0	0	0	0	0	0	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M

SCHEDULE subject to change prior notice

SCHEDULE DAPAT BERUBAH SEWAKTU WAKTU MENGIKUTI OCC HOTEL

Prepared by: **INDRI LISANGAN** Admin/keja by: **ERICK LOPULALAN**

OCT 2019

SCHEDULE NOVEMBER

Copy of NEW FO SCHEDULE 2019.xlsx - Excel

Front Office Supervisor -

Periode : 01 NOVEMBER 2019 - 30 NOVEMBER 2019

BATIQA HOTEL JABABEKA

No.	Employee Name	AL	OT	PH	EO	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1/1	ERICK	7	0	0	3	8	0	1	2	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO
2/1/1	ARIL	10	0	4	4	10	0	4	4	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
3/1/1	BAGAS	1	0	1	1	1	0	1	1	A	A	A	A	A	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
4/1/1	FAUZI	0	0	0	0	0	0	0	0	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
5/1/1	ANGGUN	12	0	1	1	12	0	1	1	A	MD	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
6/1/1	RIRI	0	0	0	0	0	0	0	0	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
7/1/1	SITI	0	0	0	0	0	0	0	0	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
8/1/1/1	ANDA PURNAMA	1	0	1	1	1	0	1	1	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M

SCHEDULE subject to change prior notice

SCHEDULE DAPAT BERUBAH SEWAKTU WAKTU MENGIKUTI OCC HOTEL

NOV 2019

SCHEDULE DECEMBER

Batiqua Hotel Jababeka			FRONT OFFICE SCHEDULE																															TAKEN		ADDITIONAL		TOTAL																						
			Periode : 01 DECEMBER 2019 - 31 DECEMBER 2019																																																									
			BATIQA HOTEL JABABEKA																																																									
No.	Employee Name	Shift	REST	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	AL	OT	PH	ED	MO	BO	A	MD	N	TOTAL																
10	A. ASST. FOM	8 0 0 3	10 0 1 1	BO	BO	BO	BO	MOD	BO	BO	BO	BO	MOD	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
11	B. SUPERVISOR	11 0 4 1	11 0 4 0	N	N	N	N	A	A	A	A	A	A	A	A	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
13	C. FRONT DESK AGENT	7 0 1 1	7 0 1 1	M	M	M	M	M	M	M	M	M	ED	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
14	407 SAGAS	7 0 1 1	7 0 1 1	M	M	M	M	M	M	M	M	M	ED	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	5340 FAUZI	7 0 1 1	7 0 1 1	M	M	M	M	M	M	M	M	M	ED	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	5341 MUGGI	7 0 1 1	7 0 1 1	M	M	M	M	M	M	M	M	M	ED	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	RESERVASI			M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
18	D. RIBU			M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
19	SITI			M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
20	HELL DRIVER			M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
21	K. NIDA PURNAMA	5 0 5 0	5 0 5 0	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		

Scheds : 07.00 - 15.00
M : 08.00 - 18.00
MD1 : 12.00 - 20.00
MD2 : 05.00 - 23.00
A : 23.00 - 07.00
N : 08.00 - 17.00

AL : Annual Leave
OT : Oves Time
PH : PUBLIC HOLIDAY
ED : Extra Off
SL : Sick Leave
MO : Day Off
MOD

SCHEDULE DAPAT BERUBAH SEWAKTU WAKTU MENGIKUTI OCC HOTEL

Prepared by: ARIE RUSMANA
Supervisor

Acknowledge by: ERICK LOPULALAN
ASST. FOM

SCHEDULE JANUARY

Batiqua Hotel Jababeka			FRONT OFFICE SCHEDULE																															TAKEN		ADDITIONAL		TOTAL																						
			Periode : 01 JANUARY 2020 - 31 JANUARY 2020																																																									
			BATIQA HOTEL JABABEKA																																																									
No.	Employee Name	Shift	REST	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	AL	OT	PH	ED	MO	BO	A	MD	N	TOTAL																
10	A. ASST. FOM	8 0 0 3	10 0 2 2	PH	ED	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	BO	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
11	B. SUPERVISOR	11 0 4 2	5 0 4 2	A	M	M	M	AL	AL	AL	A	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
13	C. FRONT DESK AGENT	7 0 1 1	7 0 1 1	M	M	M	M	M	M	M	M	M	ED	PH	AL	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	419 BAGAS	7 0 1 1	7 0 1 1	M	M	M	M	M	M	M	M	M	ED	PH	AL	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	5340 FAUZI	7 0 1 1	7 0 1 1	M	M	M	M	M	M	M	M	M	ED	PH	AL	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	5341 MUGGI	7 0 1 1	7 0 1 1	M	M	M	M	M	M	M	M	M	ED	PH	AL	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	RESERVASI			M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
18	D. RIBU			M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
19	SITI			M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
20	HELL DRIVER			M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
21	K. NIDA PURNAMA	5 0 5 1	5 0 5 0	ED	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

Scheds : 07.00 - 15.00
M : 08.00 - 18.00
MD1 : 12.00 - 20.00
MD2 : 05.00 - 23.00
A : 23.00 - 07.00
N : 08.00 - 17.00

AL : Annual Leave
OT : Oves Time
PH : PUBLIC HOLIDAY
ED : Extra Off
SL : Sick Leave
MO : Day Off
MOD

SCHEDULE DAPAT BERUBAH SEWAKTU WAKTU MENGIKUTI OCC HOTEL

Prepared by: ARIE RUSMANA
Supervisor

Acknowledge by: ERICK LOPULALAN
ASST. FOM