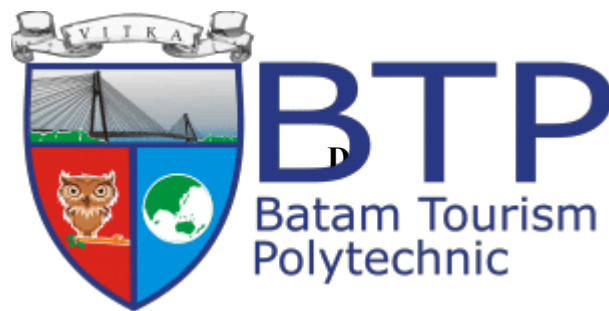


**LOG BOOK MINGGUAN KEGIATAN MAGANG MAHASISWA
MANAJEMEN DIVISI KAMAR**



Disusun oleh :

Amatullah Azizah Badriah

2023010015

ASTON Sentul Lake Resort & Conference Centre

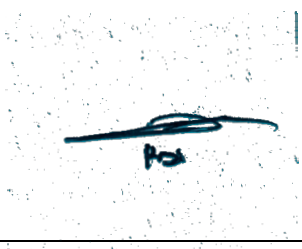
**MANAJEMEN DEVISI KAMAR
POLITEKNIK PARIWISATA BATAM
2024**

**LOG BOOK MINGGUAN KEGIATAN MAGANG MAHASISWA
ASTON SENTUL LAKE RESORT & CONFERENCE CENTER**

LEMBAR PENGESAHAN

Disusun oleh : **Amatullah Azizah Badriah**
2023010015

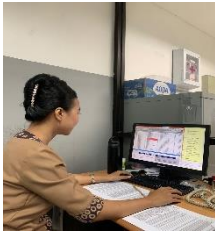
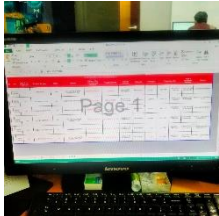
Telah disetujui oleh

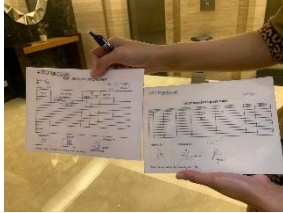
Dosen Pembimbing Magang	Supervisor Dept. Front Office
	
<u>Nensi Lapotulo, S.ST.Par., M.M</u>	ADI
NIDN : 1010046901	

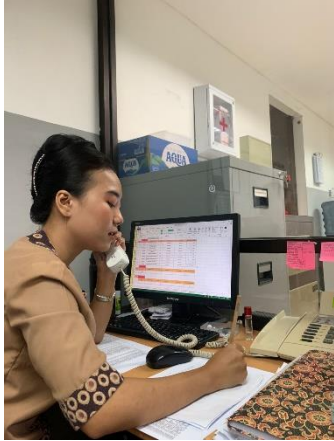
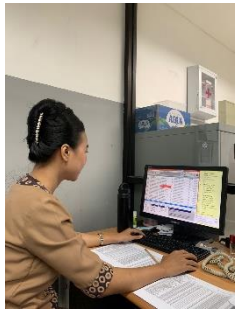
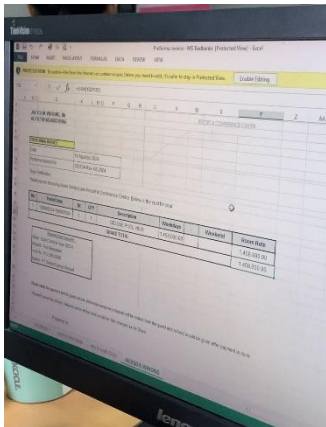
LOG BOOK MINGGUAN KEGIATAN MAGANG MAHASISWA
DI HOTEL ASTON SENTUL LAKE RESORT AND CONFERENCE CENTER

Nama : Amatullah Azizah Badriah

NIM : 2023010015

FRONT OFFICE		DEPARTEMENT	
Tanggal	Kegiatan	Bukti	Tanda tangan
29 Juli – 5 Agus 2024	1. Introduction around hotel (type room,SOP Hotel and the facilities hotel) 2. Introduction with front office staff 3. Introduction to Villa		
6 – 12 Agustus 2024	1. Learn about telephone operator 2. Learn about the VHP system 3. Learn to greet guest politely by phone		
13 – 19 Agustus 2024	1. Learn to make a guest arrival report today 2. Handle guest ask about available room 3. Learn about room status		
20 – 26 Agustus 2024	1. Make report fifty minutes 2. Learn about GRO 3. Make report courtesy call		

27 Agustus – 2 September 2024	1. Learn make form IDT and Fruit basket 2. Courtesy call 3. Learn to make store request (SR)		
2 – 8 September 2024	1. updating guest data to the system 2. Set up VIP Fruit in the room 3. Deliver IDT and Fruit basket form to restaurant		
10 – 17 September 2024	1. Learn how to make a confirmation latter 2. Learn how to send proof of tranfer to email 3. Learn how to check in/out		
20 – 30 September 2024	1. Courtesy call 2. Make report courtesy, fifty minuts 3. Learn check in group 4. Deliver IDT and fruit basket form to restaurant		
2 – 8 Oktober 2024	1. mingle with guests to find out guest complaints 2. Check room available to the system 3. Handle guest request laundry 4. Deliver sppd to the accounting		

9 – 21 Oktober 2024	1. Handle guest complain about room 2. Learn how to handle reservation by telephone 3. Make a booked guest by telephone 4. Courtesy call		
22 – 31 Oktober 2024	1. Handle check out 2. Update name list in the system 3. Report check line tang number 4. handle to the cardver release 5. make to the report BPS		
1 – 16 November 2024	1. deliver the compliment cake to the guest room 2. explain facilities at this hotel 3. handle lost and found guest 4. update nama list vip		
17 – 30 November 2024	1. handle guest ask about where minizoo is location 2. prepare key for group 3. handle check in group 4. remind guest at dinner time by phone 5. learn how to make proforma invoice		

HOUSEKEEPING		DEPARTEMENT	
Tanggal	Kegiatan	Bukti	Tanda Tangan
1 – 7 Desember 2024	1. Introduction to laundry machines 2. how to use the machine 3. flow of chart laundry		
8 – 15 Desember 2024	1. learn about mangler machine 2. how to use washing machine 3. cleaning area laundry 4. drying tumbler linen 5. washing linen		
17 – 22 Desember 2024	1. Ironing uniform 2. Folding linen 3. Prash and folding shet,duvet and pillow case 4. Folding towel	 	

24 – 31 Desember 2024	1. learn to sewing linen 2. learn how to remove spot to linen 3. learn marker linen	 	
1 – 28 Januari 2025	1. learn how to make up room 2. cleaning bathroom 3. making bed	 	