

DAILY ACTIVITIES

Name : Helen
 Student Number : 2023010004
 Department : Front office

No.	Day	Date	Section	Activities	Sign (By Hotel)	Note
1.	Monday	22/07/24	Front office	Introduction about hotel, the membership and doing mirror drawing.	NA	You're reliable !!!
2.	Tuesday	23/07/24	M-Club Lounge	I'm in-charge in M-club Lounge and learning about M-Lounge access.	NA	
3.	Friday	26/07/24	M-Club Lounge	Learning a little about M-lounge sistem, and opera.	NA	
4.	Saturday	27/07/24	M-Club Lounge	Learning how to check guest room number and access on opera.	NA	
5.	Sunday	28/07/24	M-Club Lounge	Having a middle shift and helping with evening cocktails.	NA	

6.	Monday	29/07/24	M-Club Lounge	Learning how to make a key and update profile.	luf	You're catching on quickly !!
7.	Tuesday	30/07/24	M-Club Lounge	Learning how make a food test.	luf	
8.	Thursday	01/08/24	M-Club Lounge	Getting a morning shift for the first time, and learning about the breakfast set up. Also learning how to update the guest list and do some mirror drawing.	luf	
9.	Saturday	03/08/24	M-Club Lounge	Handling the breakfast shift task.	luf	
10.	Sunday	04/08/24	M-Club Lounge	Learning how to check arrival, departure on the system.	luf	
11.	Wenesday	07/08/24	M-Club Lounge	Handling mclub breakfast task list.	luf	
12.	Thursday	08/08/24	M-Club Lounge	Learning about in-room dinning.	luf	
13.	Friday	09/08/24	M-Club Lounge	learning about telp manners in hotel and how do it.	luf	

14.	Saturday	10/08/24	M-Club Lounge	Checking and Revise guest list.	✓	I appreciate your attention to detail :)
15.	Sunday	11/08/24	M-Club Lounge	Polishing Glass, Plate and Cutlery.	✓	
16.	Wednesday	14/08/24	M-Club Lounge	Getting a middle shift, helping the morning and evening shift.	✓	
17.	Thursday	15/08/24	M-Club Lounge	Fill the guess list and doing morning shift task, Helping cleaning our back office.	✓	
18.	Friday	16/08/24	M-Club Lounge	Serve the guest food and drinks.	✓	
19.	Saturday	17/08/24	M-Club Lounge	Indonesia Independence Day, Being a member of the choir during the ceremony at the hotel.	✓	
20.	Sunday	18/08/24	M-Club Lounge	Finish task for morning shift And help cleaning the chiller.	✓	

21.	Wednesday	21/08/24	M-Club Lounge	Start doing evening shift, Learning about evening Shift task list.	luf	you're a quick learner !!!
22.	Thursday	22/08/24	M-Club Lounge	Doing evening shift task list, helping serve the guest during evening Cocktails.	luf	
23.	Friday	23/08/24	M-Club Lounge	Handling closing for evening cocktails.	luf	
24.	Saturday	24/08/24	M-Club Lounge	Polishing some plate and glass after evening Cocktails.	luf	
25.	Sunday	25/08/24	M-Club Lounge	Polishing our Cutlery, making food test.	luf	
26.	Wednesday	28/08/24	M-Club Lounge	Learning and do how to enroll our guest to our hotel membership.	luf	
27.	Thursday	29/08/24	M-Club Lounge	Making food test and food tag.	luf	
28.	Friday	30/08/24	M-Club Lounge	Doing evening shift task list.	luf	
29.	Saturday	31/08/24	M-Club Lounge	Polishing plate, glass, cutlery	luf	

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1.	Sunday	01/09/24	M-Club Lounge	Joining Briefing before start my shift, making food tag, prepare for evening cocktails, and polishing.	M	You're doing an excellent job
2.	Wenesday	04/09/24	M-Club Lounge	Join briefing, making food tag, serving guest, learning more about update profile.	M	
3.	Thursday	05/09/24	M-Club Lounge	Learning more about deposit and system.	M	
4.	Friday	06/09/24	M-Club Lounge	Learning more about the most important things to check when the guest check in.	M	
5.	Saturday	07/09/24	M-Club Lounge	Learning more about room key and how to make it.	M	

6.	Sunday	08/09/24	M-Club Lounge	Try to communicate more with the guest, and making evening cocktails drinks.	U	You're really contributing to the team!
7.	Wenesday	11/09/24	M-Club Lounge	Having a morning shift, handling breakfast, Learn a little about check out	U	
8.	Thursday	12/09/24	M-Club Lounge	Learning more about cardver, Deposit, and how to make cardver.	U	
9.	Friday	13/09/24	M-Club Lounge	Learning more about check in on the system, like how to print the RC.	U	
10.	Saturday	14/09/24	M-Club Lounge	Having a middle shift and Trying to update guest profile.	U	
11.	Sunday	15/09/24	M-Club Lounge	Having evening shift, making food tag, food test and set up the bar.	U	
12.	Wenesday	18/09/24	M-Club Lounge	Setting up table for breakfast, serving the guest, pick up some napkin fron laundry.	U	

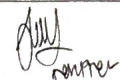
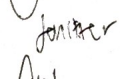
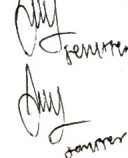
13.	Thursday	19/09/24	M-Club Lounge	Evening shift, join briefing, making food tag, food test, and polishing glass.	by	Keep up the great work!
14.	Friday	20/09/24	M-Club Lounge	Try to make a room key, making food tag and food test.	by	
15.	Saturday	21/09/24	M-Club Lounge	Study by looking my hotel staff how to check in and check out.	by	
16.	Sunday	22/09/24	M-Club Lounge	Setting up table for evening occktails and making drinks for evening cocktails.	by	
17.	Wenesday	25/09/24	M-Club Lounge	Getting a morning shift, prepare for breakfast, making food test and polishing some plate.	by	
18.	Thursday	26/09/24	M-Club Lounge	Setting up table for breakfast, serving the guest, making food test, drop some napkin to laundry.	by	

19.	Friday	27/09/24	M-Club Lounge	Prepare for breakfast time, setting up the table, making food test, taking the jamu from the restaurant for M-Club breakfast.	by	You've got a bright future ahead !!
20.	Saturday	28/09/24	M-Club Lounge	Setting up the table for the breakfast, making and send a food test. Polishing plate, glass, cutlery, and drop the empty jamu bottle the receiving.	by	
21.	Sunday	29/09/24	M-Club Lounge	Having a morning shift, Prepare for breakfast, making and send a food test.	by	

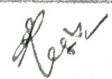
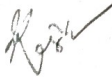
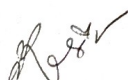


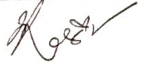
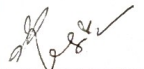
DAILY ACTIVITIES

Name : Helen
 Student Number : 2023010004
 Department : Front office

No.	Day	Date	Section	Activities	Sign (By Hotel)	Note
1.	Wednesday	02/10/24	M-Club Lounge	Having a morning shift, handling breakfast task list.		
2.	Thursday	03/10/24	M-Club Lounge	Setting up table for breakfast, serving the guest, pick up some napkin from laundry.		
3.	Saturday	05/10/24	M-Club Lounge	Having evening shift, making food tag, food test and set up the bar.		
4.	Tuesday	08/10/24	M-Club Lounge	Making food test and send it, polishing some plate.		
5.	Wednesday	09/10/24	M-Club Lounge	Prepare for breakfast time, setting up the table, making food test, taking the jamu from the restaurant for M-Club breakfast.		

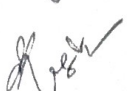
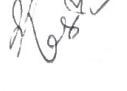
6.	Thursday	10/10/24	M-Club Lounge	Having a middle shift, helping evening cocktails and polish.		
7.	Friday	11/10/24	M-Club Lounge	Evening shift, join briefing, making food tag, food test, and polishing glass.		
8.	Saturday	12/10/24	M-Club Lounge	Joining Briefing before start my shift, making food tag, prepare for evening cocktails, and polishing.		
9.	Tuesday	15/10/24	M-Club Lounge	Finish task for morning shift and prepare for change to GES section.		
10.	Wednesday	16/10/24	GES (Guest Experience Specialist)	Learning more about the task list in GES, like mirror doodle and GOTD (Guest of the day).		
11.	Thursday	17/10/24	GES	Learning about mirror doodle and doing some mirror art.		

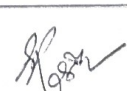
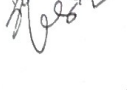
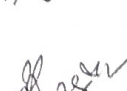
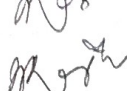
12.	Friday	18/10/24	GES	Learning to make GOTD (Guest of the day).		
13.	Saturday	19/10/24	GES	Helping filling RC check out.		
14.	Wednesday	23/10/24	GES	Learning about sending email to guest to get a guest voice respond.		
15.	Thursday	24/10/24	GES	Attach voucher for the guest that get chose to be a GOTD to making their stay more memorable.		
16.	Friday	25/10/24	GES	Learning to special-special code on the system to find out the guest membership or if the guest have special occasion.		
17.	Saturday	26/10/24	GES	Doing a little inventory to check thing that get used for GES activities.		
18.	Tuesday	29/10/24	GES	Doing mirror art for GOTD guest.		

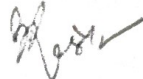
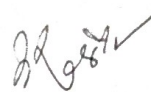
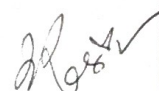
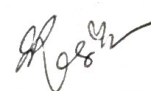
19.	Wednesday	30/10/24	GES	Learning some code to check the guest in-house birthday on the opera.		
20.	Thursday	31/10/24	GES	Doing mirror art for GOTD guest.		

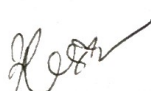
DAILY ACTIVITIES

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 Department : Front office

No.	Day	Date	Section	Activities	Sign (By Hotel)	Note
1.	Friday	01/11/24	GES (Guest Experience Specialist)	Doodling five GOTD room		
2.	Saturday	02/11/24	GES	Learning more about update guest profile in front desk.		
3.	Tuesday	05/11/24	GES	Helping lobby ambassador task, like giving Welcome drink to guest.		
4.	Wednesday	06/11/24	GES	Doodle some room and make GOTD for the next day.		
5.	Friday	08/11/24	GES	Doodle 2 Wedding anniversary room and one birthday room.		

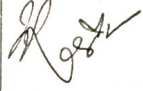
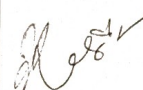
6.	Saturday	09/11/24	GES	Making something special, printing some picture to put on their room as a birthday surprise.		You did well!
7.	Sunday	10/11/24	GES	Decorating guest room using some balloon for guest birthday.		
8.	Tuesday	12/11/24	GES	Helping concierge handling guest delivery food.		
9.	Wednesday	13/11/24	GES	Sending email for guest so they can fill the guest voice.		
10.	Thursday	14/11/24	GES	Learning to check the guest voice in MGS.		
11.	Friday	15/11/24	GES	Filling the file for GOTD that fill the guest voice.		
12.	Saturday	16/11/24	GES	Doodle three GOTD room and three special occasion room.		

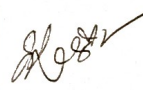
13.	Tuesday	19/11/24	GES	Checking the guest voice to fill the file for guest voice record.		
14.	Wednesday	20/11/24	GES	Doing mirror doodle and send some email.		
15.	Thursday	21/11/24	GES	Making GOTD for the next day.		
16.	Friday	22/11/24	GES	Doodling one special occasion room and learning to check guest poin for membership.		
17.	Saturday	23/11/24	GES	Attach voucher for the guest that get chose to be a GOTD.		
18.	Tuesday	26/11/24	GES	Checking how much poin guest get with how much they spend in the hotel.		
19.	Wednesday	27/11/24	GES	Doodle 2 special occasion room and 3 GOTD room.		
20.	Thursday	28/11/24	GES	Sending email for guest so they can fill the		

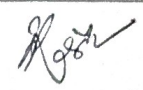
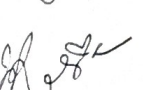
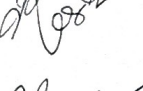
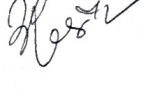
21.	Friday	29/11/24	GES	guest voice. Checking the guest voice to fill the file for guest voice record.		
22.	Saturday	30/11/24	GES	Decorating guest room using some balloon for guest special occasion.		

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1.	Wednesday	04/12/24	GES (Guest Experience Specialist)	Attach voucher for the guest that get chose to be a GOTD.		<i>Keep Up the good work!</i>
2.	Thursday	05/12/24	GES	Doodling GOTD guest room and make GOTD for the next day.		
3.	Friday	06/12/24	GES	Doodle three special occasion room and one GOTD room.		
4.	Saturday	07/12/24	GES	Helping AYS (at your service) to send welcome card to IRD (in-room Dining).		
5.	Tuesday	10/12/24	GES	Helping giving some welcome drink to guest.		

6.	Wednesday	11/12/24	GES	Sending email for guest so they can fill the guest voice.		
7.	Thursday	12/12/24	GES	Checking the guest voice to fill the file for guest voice record.		
8.	Friday	13/12/24	GES	Doodling GOTD guest room and make GOTD for the next day.		
9.	Saturday	14/12/24	GES	Attach voucher for the guest that get chose to be a GOTD.		
10.	Tuesday	17/12/24	GES	Decorating guest room using some balloon for guest birthday.		
11.	Wednesday	18/12/24	GES	Filling the file for GOTD that fill the guest voice as a record.		
12.	Thursday	19/12/24	GES	Checking if there is any guest with special occasion for tomorrow.		

13.	Friday	20/12/24	GES	Doing mirror doodle and send some email.		
14.	Saturday	21/12/24	GES	Helping AYS (at your service) to send welcome card to IRD (in-room Dining).		
15.	Tuesday	24/12/24	GES	Helping Mclub Lounge during evening cocktails.		
16.	Wednesday	25/12/24	GES	Checking the guest voice to fill the file for guest voice record.		
17.	Thursday	26/12/24	GES	Doodling GOTD guest room and make GOTD for the next day.		
18.	Friday	27/12/24	GES	Doing a some inventory to check thing that get used for GES activities.		
19.	Saturday	28/12/24	GES	Sending email for guest so they can fill the guest voice.		

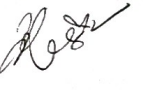
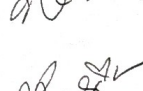


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1.	Thursday	02/01/25	GES (Guest Experience Specialist)	Doodling GOTD guest room and make GOTD for the next day.		
2.	Friday	03/01/25	GES	Record email for GOTD guest that already check out.		
3.	Saturday	04/01/25	GES	Helping AYS (at your service) to send welcome card to IRD (in-room Dining).		
4.	Sunday	05/01/25	GES	Searching file or rc from 1 or 2 month ago.		
5.	Wednesday	08/01/25	GES	Helping giving some welcome drink to guest.		
6.	Thursday	09/01/25	GES	Doodling GOTD guest room and make		

				GOTD for the next day.		
7.	Friday	10/01/25	M-Club Lounge	Setting up table for breakfast, serving the guest, drop and pick up some napkin from laundry.		
8.	Saturday	11/01/25	M-Club Lounge	Setting up table for breakfast, serving the guest, making food test.		
9.	Tuesday	14/01/25	GES	Doodling GOTD guest room and make GOTD for the next day.		
10.	Wednesday	15/01/25	GES	Record email for GOTD guest that already check out.		
11.	Thursday	16/01/25	M-Club Lounge	Having evening shift, making food tag, food test and set up the bar.		
12.	Friday	17/01/25	M-Club Lounge	Setting up table for evening cocktails and making drinks for evening cocktails.		

13.	Saturday	18/01/25	M-Club Lounge	Joining Briefing before start my shift, making food tag, prepare for evening cocktails, and polishing.		
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