

**LOG BOOK MINGGUAN KEGIATAN MAGANG MAHASISWA
DI HOTEL ASTON SENTUL LAKE RESORT & CONFERENCE CENTER
2 DEPARTEMENT FRONT OFFICE & HOUSEKEEPING**

Disusun oleh : Selly Romauli Hasugian

2023010026

Telah disetujui oleh :

Supervisor Dept. Front Office	Eksekutif Dept. Housekeeping
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Dosen Pembimbing Magang	
Haufi Sukmamedian S.T.MM.Par	

Mengetahui,

Kepala Program Studi Manajemen Divisi Kamar

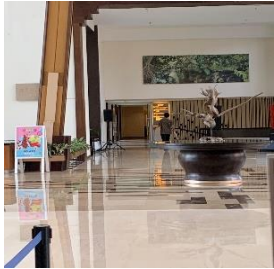
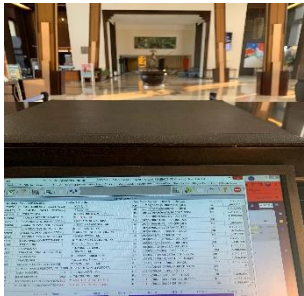
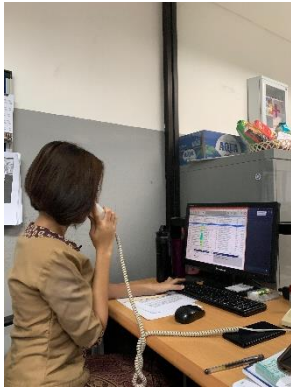
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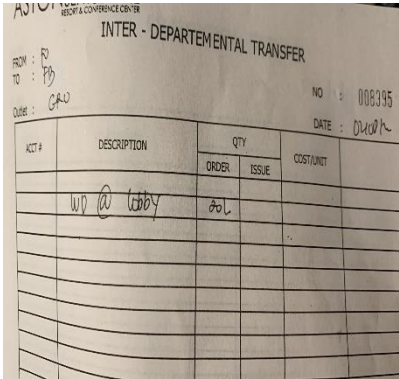
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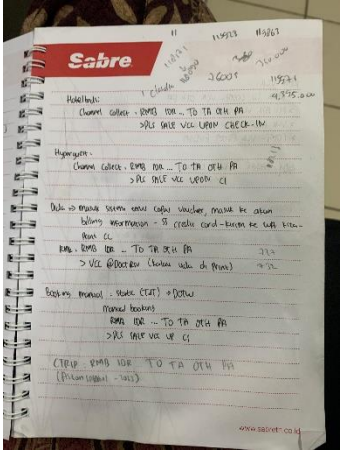
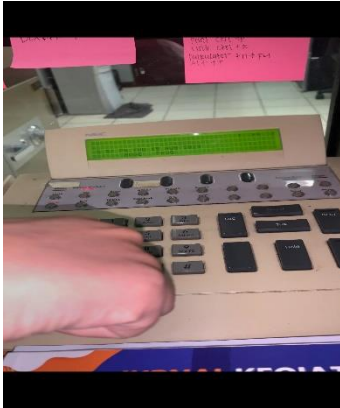
Nama : Selly Romauli Hasugian

Nim : 2023010026

FRONT OFFICE DEPARTEMENT			
Tanggal	Kegiatan	Bukti	Tanda Tangan
29 July – 2 August	1. Introduction around hotel (type room,sop hotel,the facilities hotel) 2. Introduction with front office staff 3. Introduction to resort villa		
4 August -9 August	1. Learn use to use VHP sistem 2. Greet Guests with eye contact 3. About status room 4. Learn about GRO		
11 August – 16 August	1. Use the Telephone operator 2. Greeting to guest by Telephone 3. Handle Request guests by telephone 4. Give hotel information to outside guest by telephone 5. Courtesy call at 10 Pm		

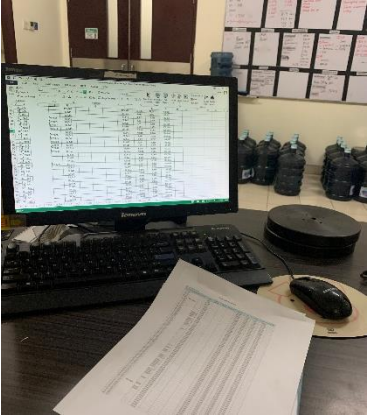
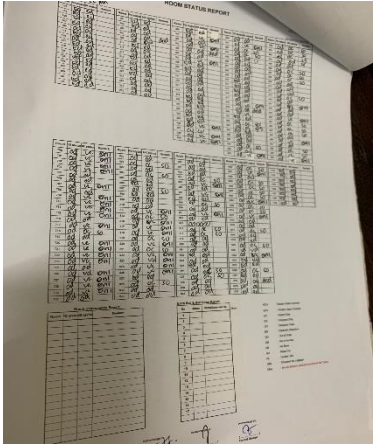
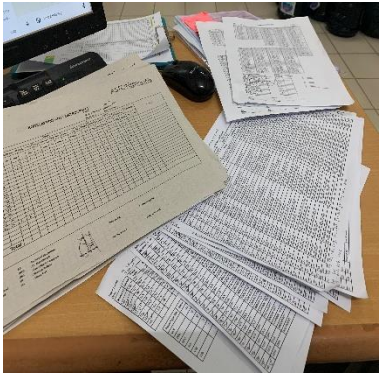
18 August – 23 August	1. Handle Check in 2. Check out Guest by VHP system 3. Input guest profil in system 4. Prepare Key for guest before guest check in		
25 August – 30 Augst	1. Delivery Inter Departemental Transfer to Barata Restaurant (<i>welcome drink for the weekend, and to pastry section</i>) 2. Delivery Fruit Basket to GDM for the guest stay over		
1 Sept – 6 Sept	1. Set up Complimentary Cake 2. Set up Complimentary is a Job desk GRO 3. Cake Complimentary picked up from the Pastry		

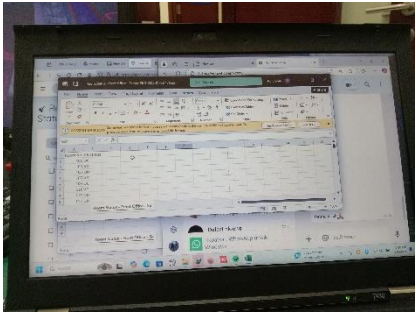
8 Sept – 13 Sept	1. Set up Fruit Basket and IPTV only for guest VIP 2. Fruit Basket picked up from the GDM section 3. Set up Fruit Basket is compliment free hotel give to VIP. Honeymoon special, member, complimentary Apologize		
15 Sept – 20 Sept	1. Use EDC machine for the payment guest by kredit card		
22 Sept – 27 Sept	1. Give a surprise to guest birthday to room while singing happy birthday softly 2. This job desk GRO		

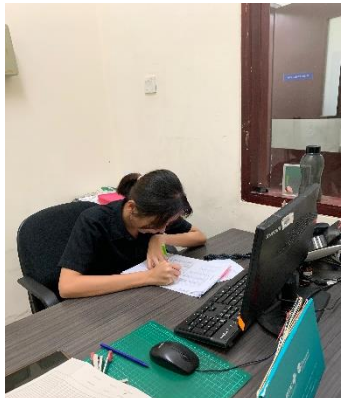
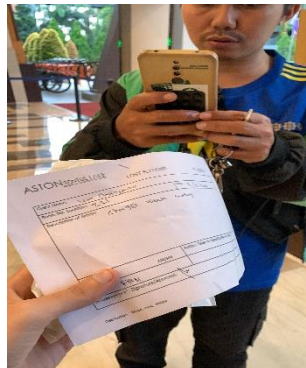
29 Sept – 4 Oct	1. Basic Reservation Knowledge by Staff reservation. 2. Hotel beds, Corporate, Government, 3. Hyperguest: <i>Channel Collect, RMB IDR, TO Ta Oth Pa > Pls Sale Vcc Upon Ci.</i>		
6 Oct – 14 Oct	1. Ordering wake up call services via Room Telephone. 2. Manual wake up call service by Receptionist.		

HOUSEKEEPING DEPARTEMENT			
15 Oct – 21 Oct	1. Introduction Machine and chemical at Laundry 2. Setting temperature suhu machine 3. Machine load capacity		
22 Oct – 28 Oct	1. After Washing linen 2. Drying linen use Drying Machine 3. Setting temperature according to the needs		
29 Oct -5 Nov	1. Use Tumbler Machine for the Linen (<i>Sheet, pillow case, and all linen</i>) 2. Setting Temperature according to the needs. 3. Setting speeds the machine		

6 Nov – 12 Nov	1. Folding Towel according to its type 2. Type of towel (<i>Bath towel, hand towel, bath mat, pool towel, face towel</i>) 3. And if need wash the towel according to its type.		
13 Nov – 19 Nov	1. Sewing torn linen using a sewing machine 2. Give Uniform to workers at hotel according sift		
20 Nov – 26 Nov	1. For lost and found deliveries, only collaborate with TIKI 2. postage for Jabodetabek Rp. 100,000 (max. 1 kg) apart from that, ask the guest for the address and ask Mrs. Yuly Acct how much the postage is including the weight of the LF.	 WhatsApp chat messages: 07.01 Iya nanti ditanyain 08.20 ✓ baik ibu 09.08 09.15 ✓ thank you ibuu	

27 Nov – 3 Dec	1. Input Laundry, date, guest name, no bill, type of service to Excel. 2. Item must balance with Amount		
4 Dec – 10 Dec	1. According golden rules make a status room at 10 PM. 2. Status room by actual system VHP and by Room attendant. 3. Status room (<i>ed, od, vd, oc, vc, ed dnd, od dnd, onl vc, onl vd</i>).		
11 Dec – 17 Dec	1. Make a Room reconciasi by actual system and by sheet worker Room Attendat. 2. If the Ra worksheet is date January 17th, the in house list is due Januari 15th 3. Onl vc, od dnd, od sr, onl vd not counted		

18 Dec – 24 Dec	1. Before Room attendant dan Supervisor work, order taker duites Share EA by actual system to Group. 2. Usually in actual system the room status (<i>ed, od, vd, vc</i>) 3. The room vc this means room has been checked by supervisor and can be sold. And after vc don't forget change by system, so that front office can sold if guest Check in		
25 Dec – 31 Dec	1. Order taker duites cleaning store Housekeeping. 2. Refill all aminities before Room attendant set up aminities. 3. check the availability of amenities, check the store first while tidying up according to the OCC in the future, usually SR for 2-3 days except Friday, try to stock up until Monday morning		

1 Jan – 7 Jan	1. Order taker make a summary report Laundry and Summary Extra bed by postigan front office. 2. This summary will be sent to the finance section. 3. Summary laundry and extra bed post made yesterday		
8 Jan – 14 Jan	1. Claimed lost and found by guests. 2. According gulden rules archipelago lost and found first inform by front office. 3. After inform by front office will be follow up order taker prepare goods for claimed guest 4. Keeping lost and found. 5. Keeping Lost and Found is a maximun of 1 month.		
15 Jan – 21 Jan	1. Before working order taker duites prepare key for Room attendant and Supervisor. 2. The key (<i>Wing A</i>: 3A, 5A, 6A, 7A, 8A, 9A, 10A, <i>Wing B</i>: 3B, 5B, 6B, 7B, 8B, 9B, 10B. MB 1, MB2, MB3, Master ehk , C1, C2)		

22 Jan – 29 Jan	1. Report lost and found. 2. Input all item in log book to report lost and found,		
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